

Change Management FasTrak

Maximize user adoption, satisfaction, productivity, and return on investment

Overview

User adoption is by far the greatest indicator of realizing the value of your investment in OpenText applications. A successful application is not measured by whether it is up and running—it is measured by the number of users using the system.

Reluctant users reverting to old habits working around your system rather than with it, results in unmanaged, unleveraged content. When significant resources are deployed in implementing your technology solution, it is crucial to drive user adoption.

Adapting to new technology means changing people's behavior and making collaboration and information management integral to the way they work. A traditional deployment approach that lacks this focus will not overcome ongoing adoption challenges including reluctant users, evolving processes, and other organizational dynamics.

The OpenText Change Management FasTrak package helps to close the gap between technology and people. This modular package profiles user groups, identifies learning objectives, considers behavioral aspects, and results in a plan for maximizing user adoption, satisfaction, productivity, and the return on investment. Additionally, measurable insights can be used to drive change and create training plans, taxonomy, search, processes, and policies.

What you get

With 25 years of experience in enabling users, the OpenText approach is to determine relevant and just-in-time change management. With proven Train the Trainer methodologies, we support involving your Subject Matter Champions, to help create the mandate.

The Change Management FasTrak package consists of the following:

- Readiness assessment
- Enablement plan
- User communication plan
- Change Agent management
- Stakeholder workshop
- After go-live Floorwalking and Hotline support
- FAQ list
- Interview-based measurement.

This package is based on a comprehensive analysis and leads to a crystal clear action plan with deliverables around all aspects of the change.

HOW TO GET STARTED

For more information about this and other Optimize offerings, please email training@opentext.com.

Benefits

The modular Change Management FasTrak package helps more people to learn more, more often. You can take the pulse of adoption progress, set key performance indicators (KPIs), and gather metrics and reports on change management. This allows you to take advantage of the process and business gains that OpenText solutions offer and realize an increased ROI through improved user adoption, including:

- Improving regulatory compliance
- Facilitating the onboarding of new employees
- Accelerating introduction of new applications
- Easily communicating new business process and system changes
- Driving user adoption of OpenText applications across your organization
- Notifying end users of procedural changes
- Tracking assessments for analyzing
- Supporting learning with project-related materials, such as policies, process flows, risk management procedures
- Increasing productivity and satisfaction
- Reducing employee time to competency
- Improving management visibility into organizational readiness
- **Improving adoption:**
 - Aligning adoption efforts to the objectives and phases of your overall EIM Program
 - Providing executive sponsors, managers, users, and administrators with the business context and benefits of the application (strategic) and clear learning paths beyond the initial setup and deployment to business units (tactical)
- **Enhanced user satisfaction:** Determining what users really need to excite, inspire, or nudge them to make EIM a daily habit.

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