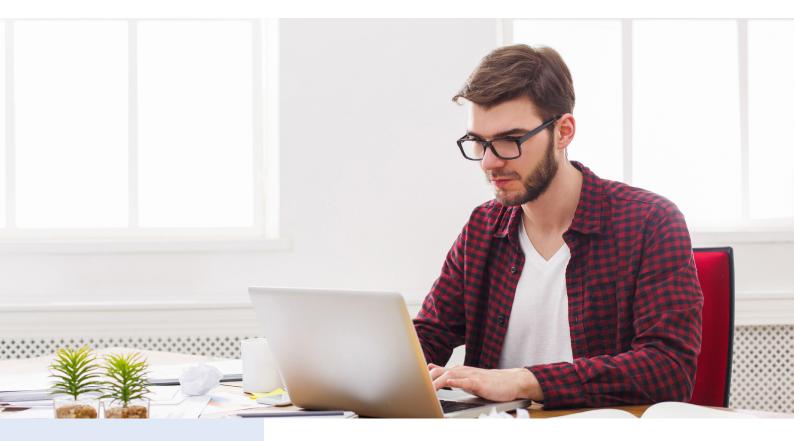**opentext**™

Solution overview

User Adoption FasTrak

Maximize user adoption, satisfaction, productivity and return on investment

Improves user adoption

Improves regulatory compliance

Facilitates onboarding of **new** employees

Accelerates the introduction of new applications

User adoption is the greatest indicator of whether an organization is gaining value from its investment in OpenText applications. When an organization deploys significant resources to implement a technology solution, it is crucial to drive user adoption. The success of the application is not only measured by whether it is up and running, but by the number of employees using the system.

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 adoption challenges, such as reluctant users and evolving processes.

The OpenText User Adoption FasTrak package helps close the gap between technology and people. As part of this modular package, OpenText Professional Services profiles user groups, identify learning objectives, consider behavioral aspects and set a plan for maximizing user adoption, satisfaction, productivity and return on investment. Additionally, measurable insights can be used to drive change and create training plans, taxonomy, search, processes and policies.

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With the User Adoption FasTrak package, organizations can monitor adoption progress, set key performance indicators and gather metrics and reports on change management. This allows them to take advantage of the process and business gains that OpenText solutions offer and increase their ROI through improved user adoption, including:

• Improving regulatory compliance.

• Facilitating the onboarding of new employees.

• Accelerating introduction of new applications.

• Communicating new business process and system changes.

• Driving user adoption of OpenText applications across the organization.

• Notifying end users of procedural changes.

• Tracking assessments for analysis.

• Supporting learning with project-related materials, such as policies, process flows and risk management procedures.

• Increasing productivity and satisfaction.

• Reducing employee time to competency.

• Improving management visibility into organizational readiness.

The package also helps increase user adoption by aligning adoption efforts to the objectives and phases of the overall Enterprise Information Management (EIM) program. It provides executive sponsors, managers, users and administrators with the business context and benefits of the application (strategic) and clear learning paths beyond set-up and deployment to business units (tactical). It also boosts user satisfaction by helping determine what users need to excite, inspire or nudge them to make EIM a daily habit.

With 25 years of experience, OpenText determines relevant and just-in-time change management. With proven "Train-the-Trainer" methodologies, OpenText involves an organization's subject matter champions to help create the mandate.

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The User Adoption 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.

For more information on User Adoption Solutions, please visit: www.opentext.com or email training@opentext.com.

For more information on FasTrak packages, please visit the FasTrak Webpage or email profservices@opentext.com.

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