

Cloud adoption communication toolkit

Successful cloud transformation depends on more than technology. Clear, timely, and consistent communication helps employees understand what's changing, why it matters, and how to prepare for success.



You can tailor these templates to reflect your organization's goals and voice.

By keeping employees informed and engaged throughout the transition, you can accelerate adoption, minimize disruption, and help your teams realize value fast.

This toolkit provides customizable communication templates to support each stage of your cloud adoption journey, including:

- **Introducing the solution to key stakeholders**
- **Announcing the initiative across your organization**
- **Driving awareness of training and enablement opportunities**
- **Communicating go-live milestones**
- **Promoting available support resources**

[Client Name & OpenText product]

Partners in the digital transformation journey

[Internal deployment website]

About [product name]

Website ›

[link]

Overview ›

[link]

White paper ›

[link]

Stay informed

Blogs ›

Webinars ›

Product roadmaps

(login required) ›

How to

OpenText YouTube channel ›

Learning resources

OpenText Learning Services ›

Learning Paths ›

Admin resources

Open a My Support account

to access technical product documentation

[Senior leaders introduction to stakeholders]

An important step in our digital transformation journey

[Senior leadership] is pleased to announce that [client company name] is taking the next step in our digital transformation journey by entering into an agreement with OpenText to deploy the [name of products or product suite] information management solution.

The OpenText solution supports [value proposition].

Targeted to launch on [date], the project sponsor, [Name of sponsor], has assembled a project management team with representatives from [list groups involved] to direct the technical deployment.

[Senior leadership] is committed to supporting all areas of the organization throughout this transition and we encourage leaders to join us in this effort wherever possible. Success will be measured not only by organizational efficiency, productivity gains, and the ability of business units to meet targets, but by personal satisfaction and professional growth as employees adopt this technology and realize the benefits of higher productivity and creative collaboration.

In the coming [timeframe], you can look forward to regular updates and opportunities to provide input as the project team completes its work.

To learn more about the new [solution], the project team, and the progress of the technical deployment, visit our internal deployment website.

About OpenText

With the world's most complete and integrated information management platform, OpenText solutions empower customers to organize, integrate, and protect data and content as it flows through business processes inside and outside their organization. We help leading organizations grow faster, become more efficient, embrace creativity, and thrive in a world of accelerating change. [Learn more ›](#)

[Client Name & OpenText product]

Partners in the digital transformation journey

[Internal deployment website]

About [product name]

Website ›

[\[link\]](#)

Overview ›

[\[link\]](#)

White paper ›

[\[link\]](#)

Stay informed

[Blogs ›](#)

[Webinars ›](#)

[Product roadmaps
\(login required\) ›](#)

How to

[OpenText YouTube channel ›](#)

Learning resources

[OpenText Learning Services ›](#)

[Learning Paths ›](#)

Admin resources

[Open a My Support account](#)
to access technical product
documentation

[Executive announcement to organization]

An important step in our digital transformation journey

[Executive name or entity] is pleased to announce that [client company name] is taking the next step in our digital transformation journey with the deployment of the OpenText [name of products or product suite] information management solution.

Targeted to launch on [date], the OpenText solution supports [value proposition from OpenText CSS solutions toolkit].

[Senior leadership] is committed to supporting all areas of the organization to successfully make the transition and we encourage you to take advantage of the knowledge content and training resources made available to you. Success will be measured not only by organizational efficiency, productivity gains, and the ability of business units to meet targets, but by personal satisfaction and professional growth as employees adopt this technology and realize the benefits of increased productivity and creative collaboration.

In the coming [timeframe], you will receive regular updates and have opportunities to provide input as the project team completes its work.

To learn more about the new [solution], the project team, and the progress of the technical deployment, visit our internal deployment website.

About OpenText

With the world's most complete and integrated information management platform, OpenText solutions empower customers to organize, integrate, and protect data and content as it flows through business processes inside and outside their organization. We help leading organizations grow faster, become more efficient, embrace creativity, and thrive in a world of accelerating change.

[Learn more ›](#)

[Client Name & OpenText product]

Partners in the digital transformation journey

[Internal deployment website]

About [product name]

Website ›

[link]

Overview ›

[link]

White paper ›

[link]

Stay informed

Blogs ›

Webinars ›

Product roadmaps

(login required) ›

How to

OpenText YouTube channel ›

Learning resources

OpenText Learning Services ›

Learning Paths ›

Admin resources

Open a My Support account

to access technical product documentation

[Enablement communication]

Join us on our digital transformation journey!

The [OpenText solution] deployment team and the [applicable internal support team] will be holding an [information/demo/training session] for [affected group] on [date]. Join us to meet the team and learn more about the [OpenText solution], scheduled to launch on [date].

The [applicable internal support team] will provide an overview of the new solution and how it is expected to affect your [business unit, team, processes]. The deployment team will also present the launch schedule and what you need to do to prepare.

To learn more about the new [solution], the project team, and the progress of the technical deployment, visit our internal deployment website.

About OpenText

With the world's most complete and integrated information management platform, OpenText solutions empower customers to organize, integrate, and protect data and content as it flows through business processes inside and outside their organization. We help leading organizations grow faster, become more efficient, embrace creativity, and thrive in a world of accelerating change.

[Learn more ›](#)

[Client Name & OpenText product]

Partners in the digital transformation journey

[\[Internal deployment website\]](#)

About [\[product name\]](#)

Website ›

[\[link\]](#)

Overview ›

[\[link\]](#)

White paper ›

[\[link\]](#)

Stay informed

[Blogs ›](#)

[Webinars ›](#)

[Product roadmaps
\(login required\) ›](#)

How to

[OpenText YouTube channel ›](#)

Learning resources

[OpenText Learning Services ›](#)
[Learning Paths ›](#)

Admin resources

[Open a My Support account](#)
to access technical product
documentation

[\[Senior leaders announce go-live\]](#)

Get ready! The [\[OpenText solution\]](#) is scheduled to launch on [\[date\]](#)

The [\[OpenText solution\]](#) deployment team is making final preparations for the launch of our new information management solution on [\[date\]](#). This is an important step in our digital transformation journey, and [\[senior leadership\]](#) thanks the deployment team and leaders throughout the organization for their dedication and hard work.

We encourage all [\[affected stakeholders\]](#) and [\[end users\]](#) to take advantage of the knowledge content and training resources prepared by the [\[internal support teams\]](#) and the deployment team. By preparing for the launch of the new solution, you will be in a better position to realize its many benefits, including the personal and professional satisfaction derived from more productivity and creative collaboration.

In the [\[timeframe\]](#) you will receive notifications on the launch plans specific to your business unit and any training or certification requirements for your role. Users will also receive information on obtaining credentials and accessing accounts.

To learn more about the new [\[solution\]](#), the project team, and the progress of the technical deployment, visit our internal deployment website.

About OpenText

With the world's most complete and integrated information management platform, OpenText solutions empower customers to organize, integrate, and protect data and content as it flows through business processes inside and outside their organization. We help leading organizations grow faster, become more efficient, embrace creativity, and thrive in a world of accelerating change. [Learn more ›](#)

[Client Name & OpenText product]

Partners in the digital transformation journey

[Internal deployment website]

About [product name]

Website ›

[link]

Overview ›

[link]

White paper ›

[link]

Stay informed

Blogs ›

Webinars ›

Product roadmaps

(login required) ›

How to

OpenText YouTube channel ›

Learning resources

OpenText Learning Services ›

Learning Paths ›

Admin resources

Open a My Support account

to access technical product documentation

[Ongoing training and support resources]

It's here! The [OpenText solution] is scheduled to launch on [date]

The [applicable internal support team] will be holding an information and Q&A session on [date] to present the go-live plans for the new solution. [Name of internal support team member] will host this interactive session and [applicable internal support team(s) representatives] will be on hand to answer your questions.

Individuals in [list roles] should have received a notification on how to access [applicable training/certification] programs. If you have not received a notice or are unsure if you are required to complete the program, please talk to your [supervisor or applicable title].

To learn more about the new [solution], the project team, and the progress of the technical deployment, visit our internal deployment website.

About OpenText

With the world's most complete and integrated information management platform, OpenText solutions empower customers to organize, integrate, and protect data and content as it flows through business processes inside and outside their organization. We help leading organizations grow faster, become more efficient, embrace creativity, and thrive in a world of accelerating change. [Learn more ›](#)

[Client Name & OpenText product]

Partners in the digital transformation journey

[End User Pulse Survey Template]

Hi, [First Last name], When you submit this survey, the owner will see your name and email address.

1. Were you aware of the rollout of [Product Name]?

☐ Yes ☐ No

a) If yes, how did you learn about it?

2. Did you attend an [Information or demo session]?

☐ Yes ☐ No

a) If yes, on a scale of 1-10, how useful did you find the information presented?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

b) What, if anything, could have made the session more valuable for you?

c) If no, why not? (Did you not know about it?/Did not have time to attend?/Was not relevant to your role?/etc.)

3. Did you complete the [product training module and/or certification]?

☐ Yes ☐ No

a) If yes, on a scale of 1-10, how useful did you find the information presented?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

b) What, if anything, could have made the information more valuable for you?

c) If no, why not? (Did not know about it?/Did not have time?/It was not relevant for your role?/ etc.)

4. Did you feel you were adequately prepared for the launch of [Product Name]?

☐ Yes ☐ No

a) If yes, which communication or training resources did you find most useful?

☐ Information session

☐ Emailed updates

☐ Online resources

☐ Training modules

☐ Certification program

b) If no, what would have made you better prepared?

5. How does using the new solution compare to how you previously did (your role, specific task, etc.)? [\[Add a list of benefits specific to the product to select from\]](#)

☐ [Benefit #1]

☐ [Benefit #2]

☐ [Benefit #3]

☐ [Benefit #4]

☐ [Benefit #5]

6. Are there ways you can see its use expand within your area of responsibility? [\[Add a list of benefits specific to \[Product Name\] to select from\]](#)

☐ [Benefit #1]

☐ [Benefit #2]

☐ [Benefit #3]

☐ [Benefit #4]

☐ [Benefit #5]

7. Would you recommend [\[Product Name\]](#) to your colleagues?

☐ Yes ☐ No

a) If no, why not?

8. Overall, on a scale of 1-10, how would you rate the rollout of [\[Product Name\]](#) in [\[Organization Name\]](#)?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

opentext.com | [X](#) | [LinkedIn](#)