



# User Adoption Strategy

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# My Digital Workplace

## My Advanced Security



My Productivity



My Onboarding & Learning

# Dexterity

## My Experience



My Change Process



My Assistant

## My Equipment


### My Device


- Procurement (3 opties)
- HW Break Fix

### My Prints

- Procurement (3 opties)
- HW Break Fix

## My Platform

Physical 

Virtual 


My OS (5) 


My Applications 

My Connectivity 

 My Identity 

## My Teamwork


My Communication 


My Information 

My Collaboration 

## My Support

Technical 

Functional 

Remote (2) 

Local  
Nearshore

Onsite (3) 

1<sup>st</sup> line  
2<sup>nd</sup> line  
3<sup>rd</sup> line



# Road to successful adoption



Adopted solution



Assess change readiness



Build Change Team



Create change Strategy

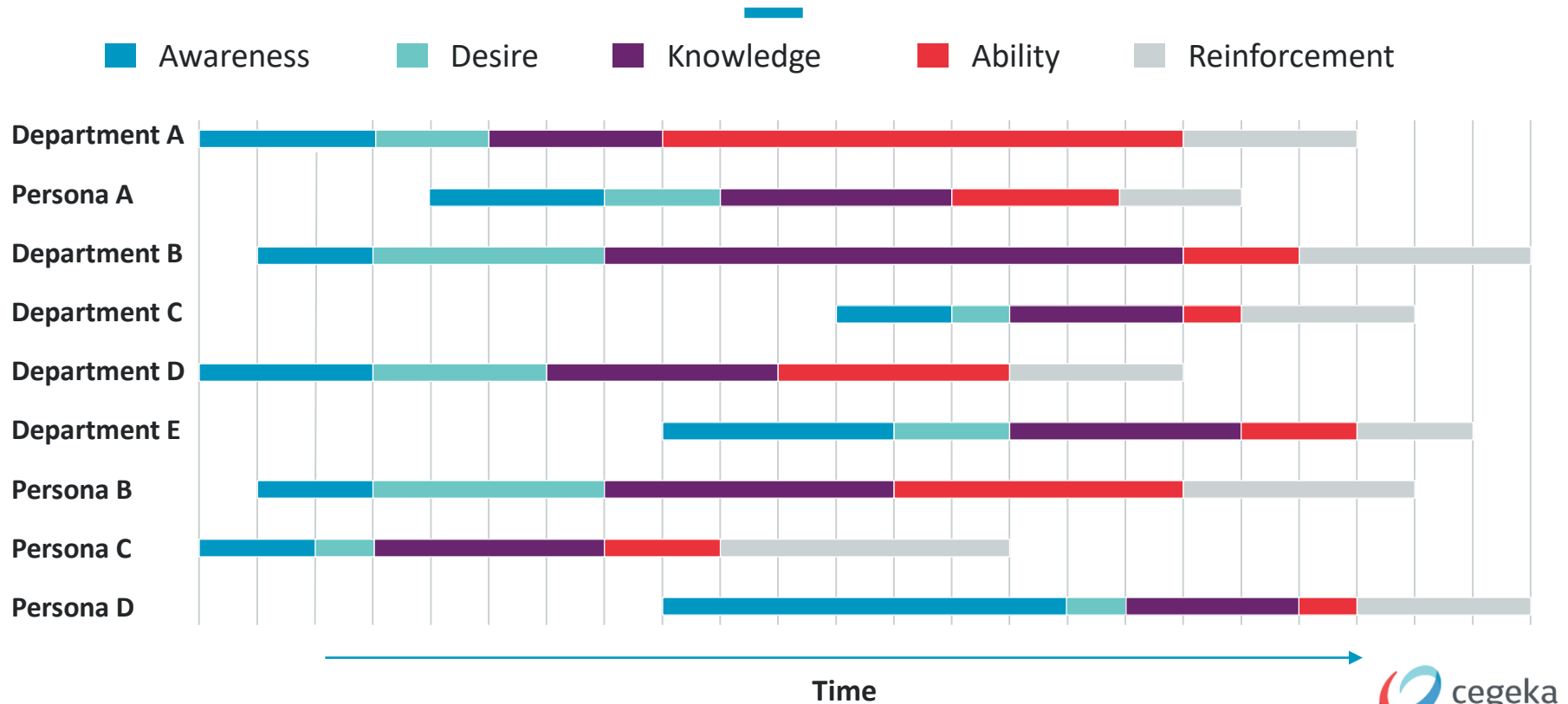


Build employee competences



Reinforce Change

# Not everyone changes at the same pace



# Successful adoption

IT's constant  
**pendulum swings**  
are embraced



**Cloud entropy**  
is transparent to me



**My workplace**  
boosts me



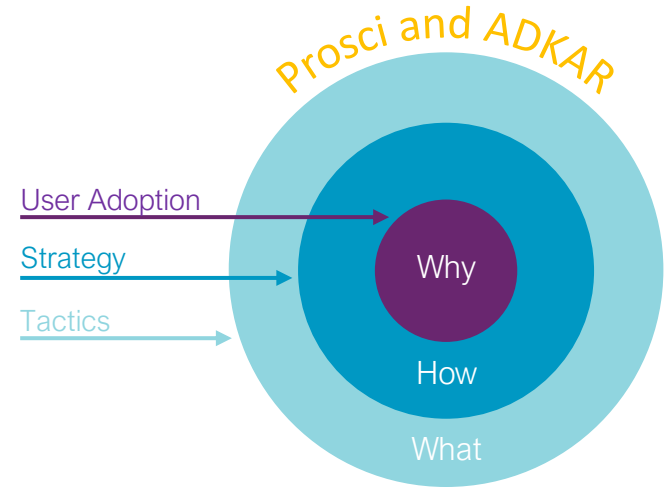
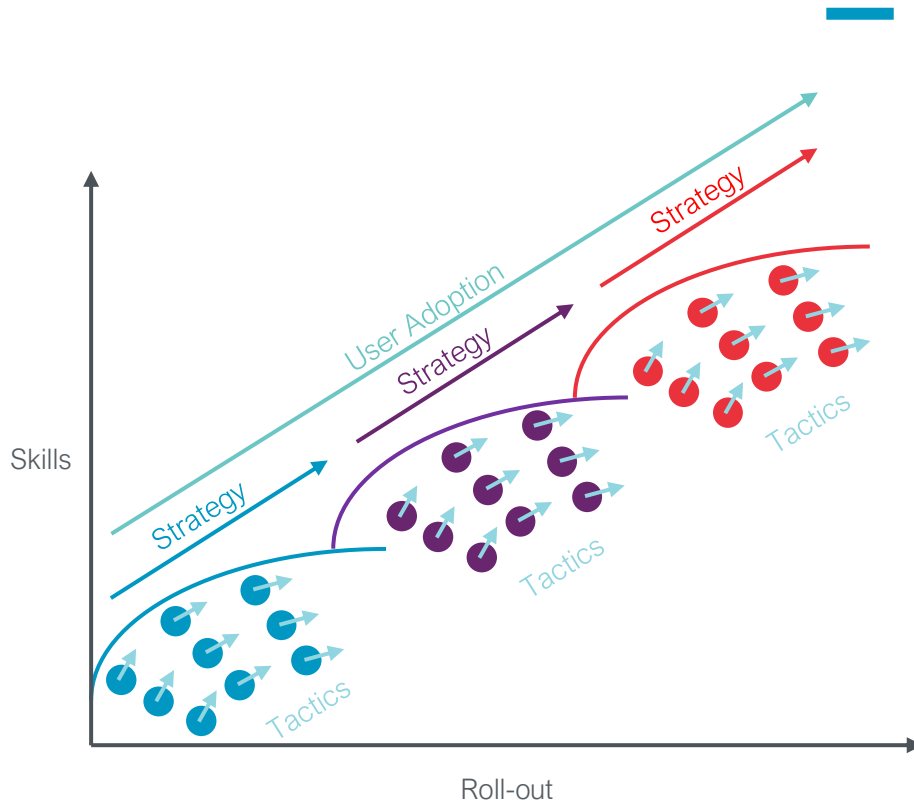
**People are at**  
the **center**



The digital  
world is  
**enabling**



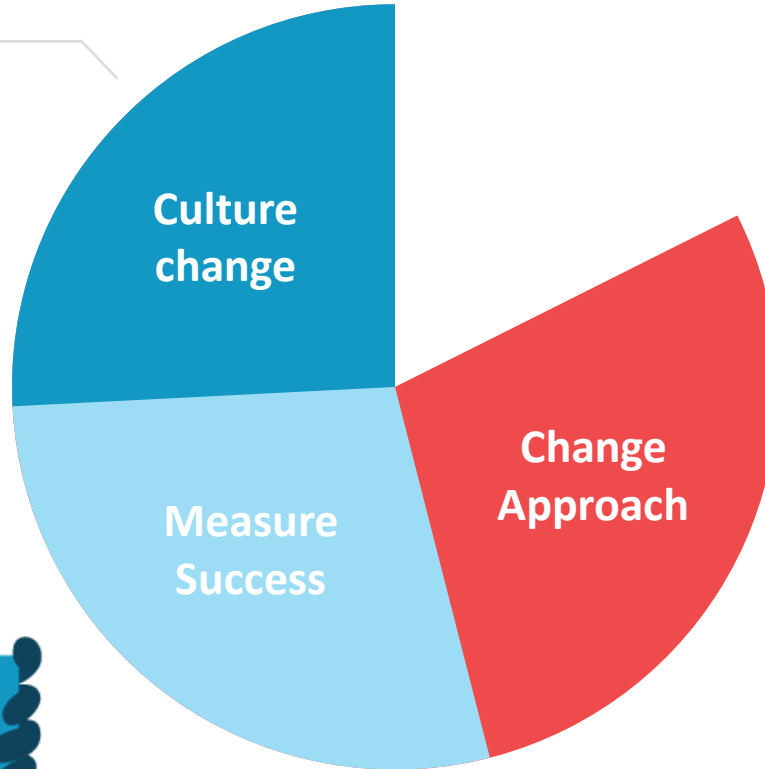
# How to increase skills through User Adoption



# My Change Process



- Employee engagement
- Digital coach



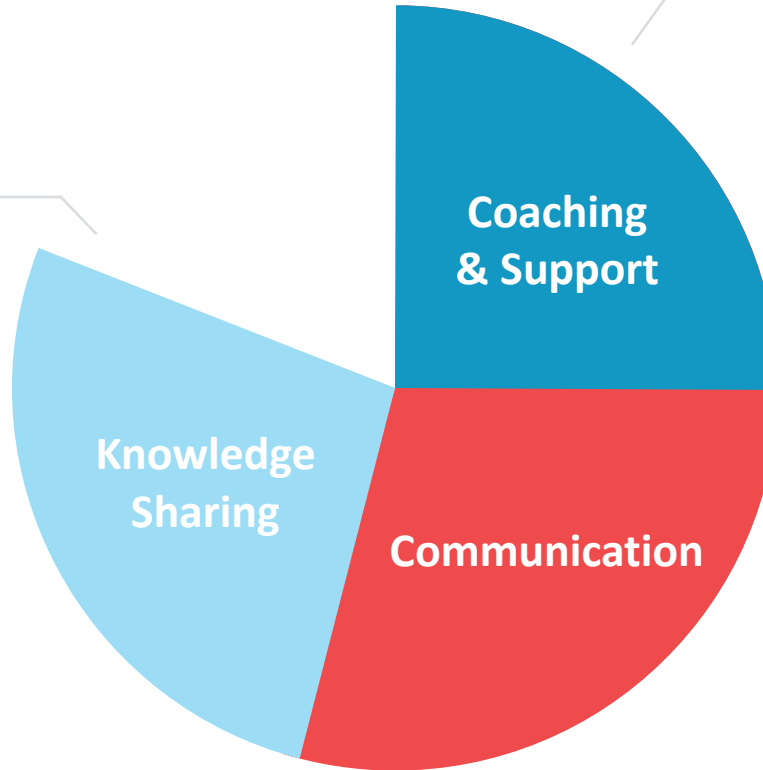
- Change Readiness intake
- Personas
- Use Case Scenarios
- Change strategy plan

- Success metrics & KPI
- Usage reports



# Onboarding & Learning

- Trainings
- Change Champions
- Knowledge Communities
- Learning platforms



- Onsite/remote functional training
- Ask the Experts

- Explain the vision
- Feedback loops



**Thank you**