# User Adoption Services

**User adoption management is a risk management strategy which:**

- ensures an optimal return on your investment (ROI)
- is a crucial part of your digital transformation strategy
- makes your company future-proof and gives it an innovative image
- shows a positive attitude towards your customers, suppliers, shareholders, current and future employees

In a world that is becoming more digitalized, you must adapt faster to safeguard your position in the market. To this end, you will need to invest in new tools that are aligned to your vision for the future and your mission.

These investments will lead to changes in your employees' way of working. To be of proper value to your company, these investments require your employees to implement the changes in the business as usual and adopt them in their day-to-day work.

With its User Adoption Services, Proximus will team up with your Change Team to deal with the people aspect of change management. It will ensure your vision for change is translated into the "what's in it for me" for your employees so they will support and embrace the change.

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# Together, let's define an effective user adoption

A Proximus User Adoption Manager will team up with representatives of your different departments to jointly define and create the adoption plan and, if necessary, assist with its implementation.

## 1. Assessments

How to define and measure all influencing parameters?

**Multiple workshops**

- to assess:
  - as-is situation
  - lessons learned from past changes
  - effective communication
  - effective training
  - measurement methods
  - expected resistance
- to decide on actions to be taken

## 2. Adoption plan

How to document and plan the different aspects?

**Creating the adoption plan with:**

- information from the workshops
- decisions taken during workshops
- timeline
- action list

**Adapting and agreeing on the plan with your Change Team**

## 3. Follow-up and support

How to coach and support your Change Manager?

**Optionally, Proximus can:**

- coach and support your Change Manager in implementing the adoption plan and following up the adoption rate
- organize and provide the agreed training means
- create the communication, from key visuals to print-outs

## More info

Contact us via **www.proximus.be/useradoption**
or surf to **www.proximus.be/cloud**

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