

SERVICE OVERVIEW

Adoption Health Check FasTrak

Assess application usage and maximize user adoption, satisfaction, productivity and ROI



Support change management initiatives



Identify core reasons for low application usage



Ensure application ROI



Outline measures for adoption success

It's not a secret. Experienced IT and business managers know that user adoption is often the most critical success factor for gaining value from an investment in new application technology. The success of the application is not measured by whether it is up and running, but by the number of employees effectively using the system.

During the operational deployment cycle, organizations can fall short of adoption goals. Users sometimes raise concerns about an application, its usage and the support they require. Underlying root causes of low adoption are often unclear and can encompass a number of explanations. Ill-defined business processes or governance, inappropriate functionalities, unique customization requirements and application performance are but a few that can hinder adoption.

Low change willingness, a lack of support from management and insufficient training can also have a negative impact on adoption. In these situations, both business and IT management are often unclear about the improvement measures that should be implemented.

The Adoption Health Check FasTrak identifies the root causes of lagging application usage. User adoption experts separate business requirements from IT effectiveness and performance (function design, usability and performance) and user adoption (skills and change readiness). Existing KPIs are evaluated and new ones are defined, and holistic measures are recommended in a management report.

With 25 years of experience, OpenText determines relevant and just-in-time change management practices. With proven "train-the-trainer" methodologies, OpenText involves an organization's subject matter experts to help establish the mandate.

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User Adoption Services

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The management report identifies root causes for unsatisfactory application adoption and is divided into the following categories:

1. Business requirements
2. IT application design and performance (functionality, usability and UI and system performance)
3. User adoption (skills and change acceptance/readiness)

The Adoption Health Check FasTrak enables organizations to implement planned measures and monitor adoption progress, set KPIs and gather metrics and reports on change management. This allows organizations to take advantage of the process and business gains that OpenText solutions offer and increase their ROI to:

- Improve regulatory compliance.
- Facilitate new employee onboarding.
- Notify end users of procedural changes.
- Track assessments for analysis.
- Support learning with project-related materials, such as policies, process flows and risk management procedures.
- Increase productivity and satisfaction.
- Reduce employee time to competency.
- Improve management visibility into organizational readiness.

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.

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