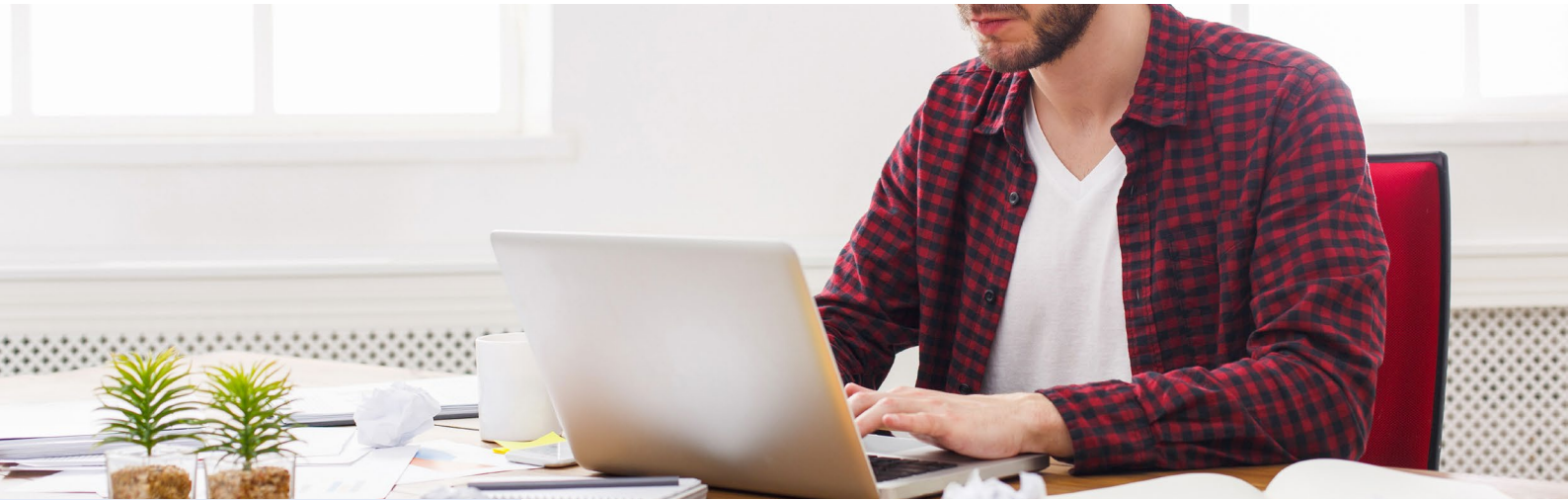**opentext**™

# Adoption Strategy Development FasTrak

Maximize user adoption, satisfaction, productivity and return on investment

**Achieves rapid acceptance** of new applications

**Supports** change management initiatives

**Accelerates and secures** ROI when introducing new applications

**Significantly reduces** go-live efforts

**Experienced IT and business managers know: User adoption is the most critical success factor for gaining value from an investment in new application technology. When an organization deploys significant resources to implement a new solution, rapid acceptance can only be secured if and when end users are willing and capable to work with the new tools. The success of the application is measured by the number of employees effectively using the system.**

Adapting to new technology means changing people's behavior and making collaboration and information management integral to the way they work. Traditional deployment approaches lack this focus and will not overcome adoption challenges, such as reluctant users and evolving processes.

The OpenText Adoption Strategy Development FasTrak helps close the gap between technology and people. As part of this modular package, OpenText Professional Services profiles user groups, identifies learning objectives, considers behavioral aspects and develops a holistic plan for maximizing user adoption. It provides customers with:

- An adoption strategy, including:

  - A readiness assessment with prioritized areas of focus, such as processes and user groups.

  - An organization description (roles, tasks) for user support in plan-build-run.

  - KPI descriptions for measuring effective application usage (indirect) or user skill (direct).

  - A project plan, encompassing training, adoption measures, user skill assessment/timing and a communication plan.

# opentext™

OpenText is the market leader in Enterprise Information Management (EIM) solutions. With more than 25 years of experience working with customers using highly integrated EIM solutions running key business applications, OpenText ensures users are successful in their adoption.

For more information
User Adoption Services
FasTrak Solutions
Email: training@opentext.com

- A comprehensive enablement plan and support concept for support systems and education content.

- Initial training of up to three days for key project personnel.

With the FasTrak package, organizations can execute planned measures and 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, including:

- Improving regulatory compliance.

- Facilitating the onboarding of new employees.

- 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.

Professional Services has deep experience supporting change management challenges arising from introducing new technology. OpenText practitioners are Prosci certified general change management experts who help drive successful adoption by maximizing new application acceptance and knowledge.

## 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.