

customer success



To be sure your organization is achieving maximum value from your Enviance System, turn to Enviance for support. Enviance doesn't implement your solution and walk away; we put proven programs and tools in place to ensure your success from implementation and beyond. These processes and packages are designed to meet your specific needs and increase user adoption – whether you are just starting your first Enviance implementation project or you've been using Enviance for years.





proven user adoption process

MAXIMIZING IMPLEMENTATION SUCCESS

If you are implementing a new solution in Enviance, you may want to take advantage of a set of tiered offers that align with our proven 6-step Solution Adoption Methodology. These bundled tools and guides are designed to reduce the potential frustration, resistance, anxiety and confusion that your users may experience when implementing a new technology. By providing your users with the training and adoption services needed to help them quickly realize the benefits of this new system, you can proactively keep them on track towards acceptance of your 'new' Enviance System.

For your convenience, training and adoption services are bundled together in logical tiers, or you can pick and choose the specific training and adoption resources that best meet your needs.

Tier 1: Foundation Package. This is the minimum recommended package that provides you with the information and training needed throughout the implementation process.

Tier 2: Value Package. Including the services in the Foundation Package, you will also receive the resources and processes needed for continued success after your solution is deployed.

Tier 3: Success Package. In addition to all the services you receive in the first two tiers, this bundle includes communications support for your organization beyond your Enviance project team. By communicating with affected stakeholders throughout the implementation project, users will be prepared for the Enviance System when it is deployed.

Phase 1 Project Planning

In this initial stage, not only will Enviance outline a plan for your project's success, we work with you to identify those factors that will support your transition to a new process and system. Based on the tiered package you select, the activities included in each phase could vary.

- ▶ One day Solution Orientation Training (Tier 1, 2, 3)
- ▶ Use of the "Why Enviance?" video throughout the project (Tier 1, 2, 3)
- ▶ Focus group results analysis (Tier 3)

Phase 2 Solution Definition

At this stage, the blueprints for your Enviance solution and your training and adoption plan will be created.

- ▶ Adoption strategy report (Tier 3)
- ▶ Stakeholder and user communications timeline (Tier 3)

Phase 3 Data Discovery

While your Enviance project team is working with you to fill out the templates used to build the foundation of your Enviance System, we will also work with you to start communicating the benefits and value that the upcoming changes will have on all affected employees in your organization.

- ▶ Communications for your different types of users (e.g. end users, managers, executives, etc.) (Tier 3)
- ▶ Project plan for customizing your own "Why Enviance?" video (Tier 3)

Phase 4 Configuration and Testing

Not only is your Enviance System ready to be configured, it's time for Enviance to help familiarize executives and managers with the System. In addition, Enviance will develop the training and adoption activities that will be delivered in the next phase.

- ▶ Enviance orientation for executives and managers (Tier 3)
- ▶ Training plans (Tier 1, 2, 3)

Phase 5 Solution Deployment

Enviance will provide the training, resources, and processes you need so your organization will be ready when your solution goes live. You will also be introduced to the Enviance team responsible for ensuring your success moving forward.

- ▶ System administration training (Tier 1, 2, 3)
- ▶ Power user training (Tier 1, 2, 3)
- ▶ End user training (Tier 1, 2, 3)
- ▶ Customized quick reference cards (Tier 1, 2, 3)
- ▶ Customized "Why Enviance?" video (Tier 3)

Phase 6 Project Completion

Once your Enviance System has been deployed, the training and adoption process shouldn't end. In order to realize the full value of your Enviance investment, support training and other maintenance services should be ongoing.

- ▶ Reinforcement webshops (Tier 1, 2, 3)
- ▶ Post deployment surveys (Tier 1 or Tier 2, 3)
- ▶ System usage analysis (Tier 1, 2, 3)
- ▶ Internal user group (Tier 1)
- ▶ Knowledge base (Tier 2)

REINFORCING USER ADOPTION

You may notice that after you implemented your Enviance System – which could have been months, or even years ago – your users are still reluctant to transfer their work to Enviance. Or, you may find that you want to reinforce or fine-tune what's already configured in Enviance. In either case, after your Enviance System is live, there are different tools and packages available to help you.

Post Go-Live! Adoption Package For organizations who have just completed an implementation project and want to drive adoption success, Enviance provides customized tools and continued training after your System has been implemented. With this package, you will be able to gauge the results of your reinforcement activities to achieve continuous improvement.

Maximize Success Package. As you add new solutions to your Enviance System, you need to continually provide users with the resources to answer questions they may have regarding Enviance. In order to maximize success, you may need help setting up your internal practices and processes to support your growing user base, along with determining how to maximize the value you get out of the System.

Energize Your Workforce Package. If you implemented a project without a strategy to assist your users with the transition, Enviance can assess the need to develop an adoption plan and provide you with ongoing support to help implement aspects of that plan.

"Having adoption activities early on in the process really provided a strong foundation for a great launch."

Managing Change

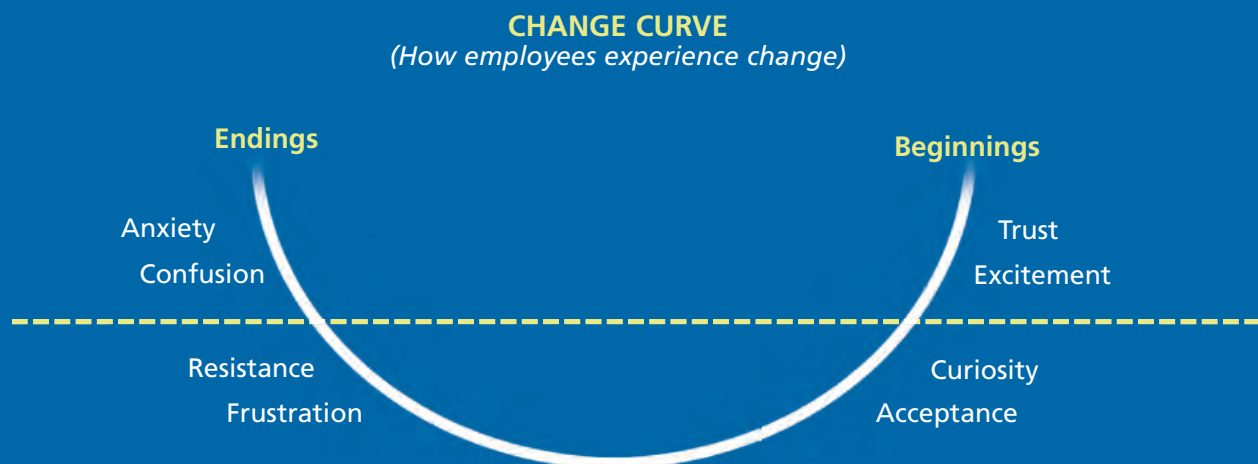
When implementing a new technology, like the Enviance System, you want your users to have all the resources needed to help them quickly realize benefits. If users are resistant, anxious, confused or frustrated, they are less likely to adopt a new way of doing their work.

How can you address the needs of your users and keep them on track for a successful technology implementation? What should you do if you realize that your Enviance System isn't being used to its full potential? Turn to Enviance.

Enviance offers training and adoption services that will give your users the resources needed for continued adoption success even when you don't have an active implementation project. Enviance supports your users in the transition to the Enviance System by creating a strategy that provides your organization with:

- The right messages from the right people
- Timely communications
- Effective hands-on training and materials
- Success measurement tools
- User management resources
- Plans to optimize your compliance processes

The Change Curve



For more information on our training and user adoption services, please contact the Enviance Training Department at 760-496-0200.

1.866.368.4262 (1.866.Enviance)

