Running a successful adoption program **in your organisation**

2023

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Preface

A new platform adoption is often a **struggle**

Data transformation projects typically fail for a variety of reasons: siloed data, a skills shortage or the burden of legacy technologies, for example. But one factor they all seem to have in common, is that project teams are pressured to work on delivering ambitious objectives with unrealistically tight budgets and a lack of resource.

It's like working with one hand tied behind their backs and makes the chances of success very slim.

Too often, a lot of time and money is invested in purchasing and deploying new and impressive technologies across the business – but without any focus on understanding how to get the best insights and information out of them.

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Worse still, employees and technical teams themselves are not properly engaged, resulting in a lack of awareness of what is required from them... and a lack of engagement and enthusiasm in being part of the transformation journey.

Long-term success is not about introducing a few more tools and **hoping for the best.**

Rather it should be measured by its answer to the question, "How can our business best use these exciting new capabilities to improve our operational efficiency, reduce costs and effort, and gain a competitive edge?" These are the factors that ultimately determine return on investment. An effective data software adoption program delivers them.

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PART I

Why is a structured data software adoption
program approach so important?

Most IT departments are typically
over-stretched,

under-resourced and basically working hard to keep existing systems and software up-to-date and performing well.

The last thing they want on their list is to have to install and learn about a load of new technology and solutions. It's more to buy, manage and train – and as such, their appetite for change is understandably limited.

Meanwhile, typical employees don't tend to push for new technology either. Most people shy away from change. They prefer to keep doing things their way, even if you prove there is a better way out there. So, they end up building inefficient workflows and don't know how to leverage best practices... all of which hampers productivity and progress.

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Typical reasons why a **data software adoption** project fails

When new systems are introduced, they often end up rolling out in an unstructured, scattergun style of approach, either due to a lack of project knowledge or a lack of management time, and so never really deliver what they're intended to or achieve the desired ROI.

New processes are not fully adopted, because they are not tied to business objectives & organizations have trouble in **cleary defining the roles**

Vision and strategy are not **clearly defined**, which impedes the transition to a data-driven organisation.

Lack of planning and structure results in delays and incurs extra cost.

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Typical reasons why a **data software adoption** project fails

New process and connections are not designed efficiently or permissioned properly.

Performance is slow or unbalanced.

Users are managed in an inefficient, ad hoc way.

Training is not tailored to individual or departmental needs, so users are left confused.

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The five steps to successful **data software adoption**

To succeed, organizations need to devote proper time and resource to a strategic, professional approach which is tailored for your business and focused on your specific objectives.

This approach should incorporate flive distinct stages, each one designed to deliver pre-defined KPIs and goals that ensure the end result will have long-term benefits and high ROI for your team and your organisation alike.

These stages occur as follows

1 Maturity Assesment

This evaluation establishes an organization's readiness to make advanced use of data and information at the present time.

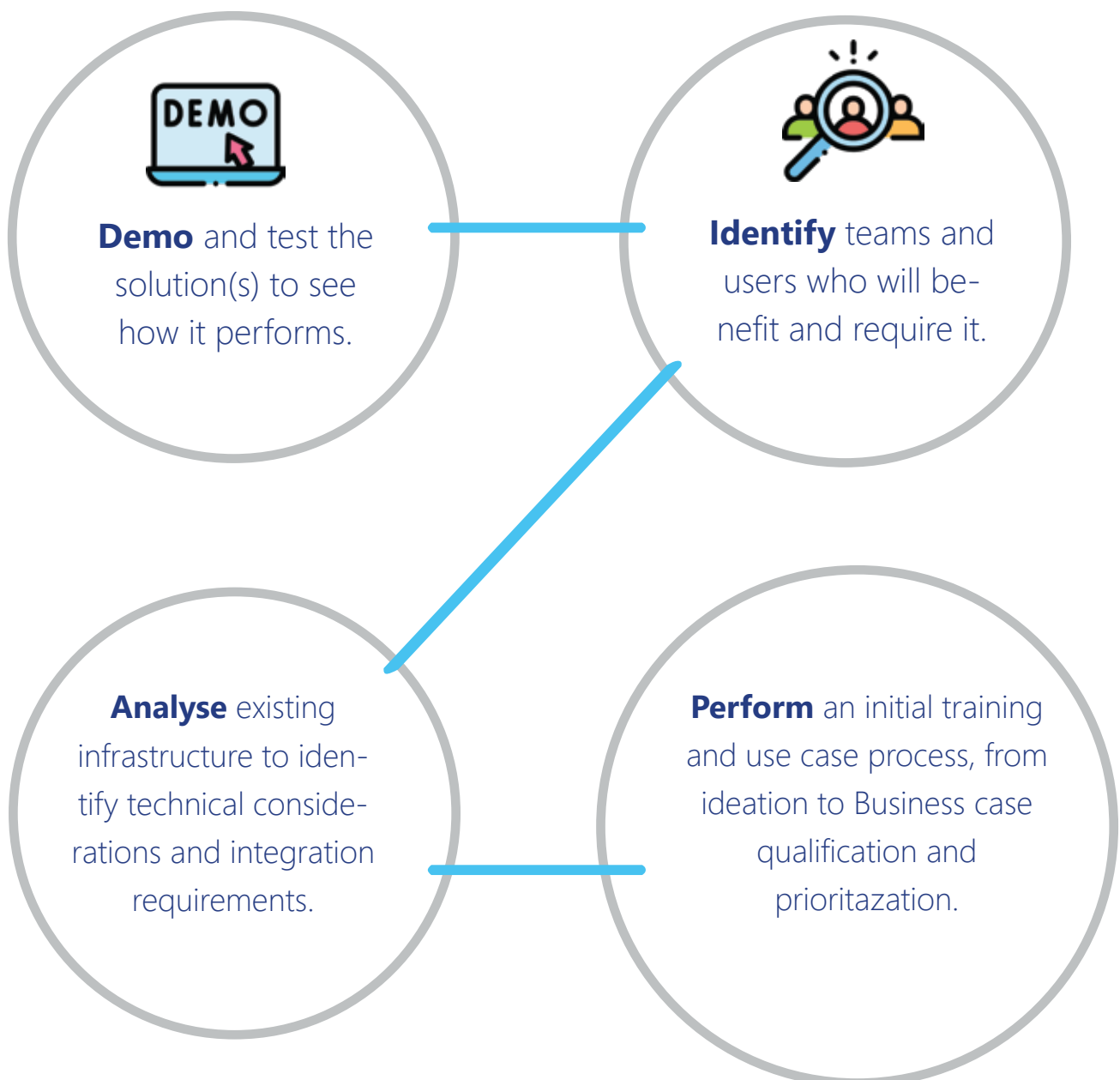**Measure** the gap between a target and current situation

Evaluate process that need to be challenged and adapted

Define clear prerequisites for the tech landscape and interface between systems
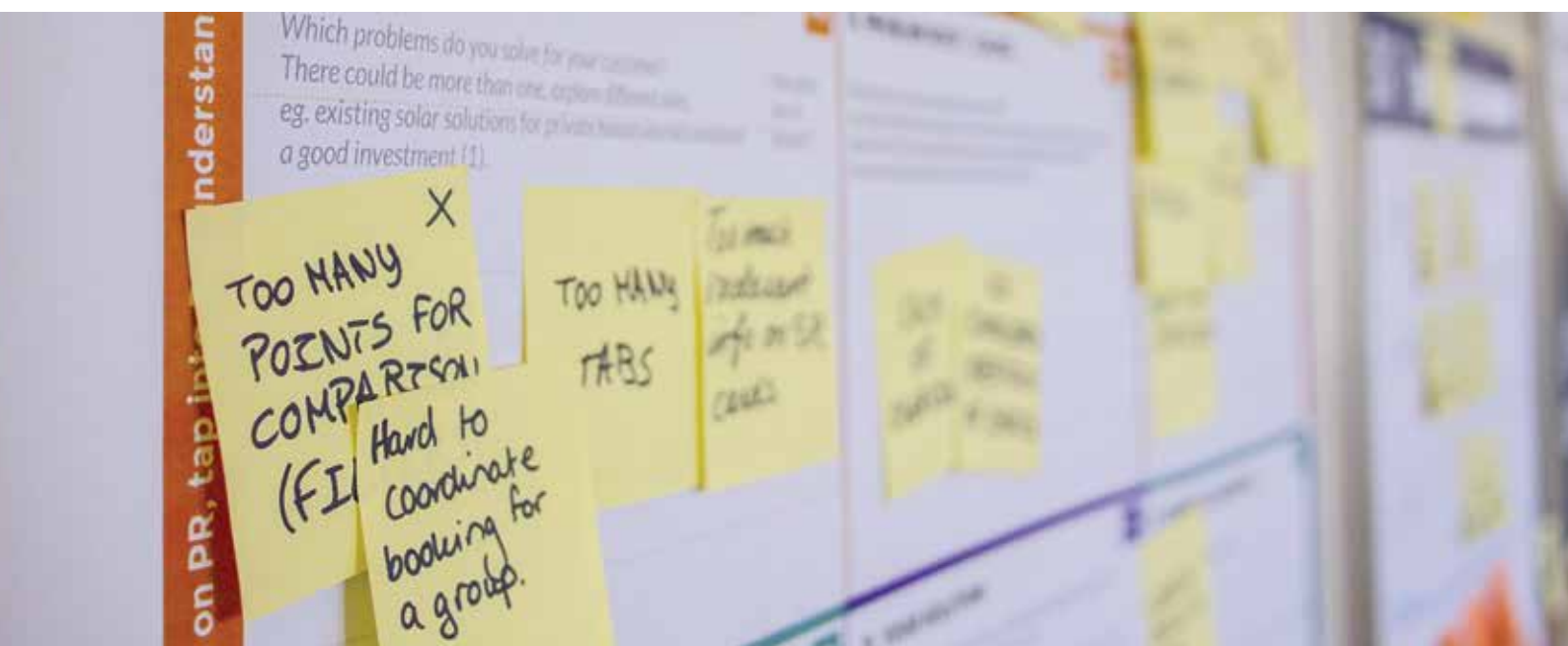
2   Planning

Identify the best way to proceed from your existing IT position, based on your immediate business priorities and any technical and budgetary considerations and/or limitations.

Demo and test the solution(s) to see how it performs.

Identify teams and users who will be-nefit and require it.

Analyse existing infrastructure to iden-tify technical conside-rations and integration requirements.

Perform an initial training and use case process, from ideation to Business case qualification and prioritazation.
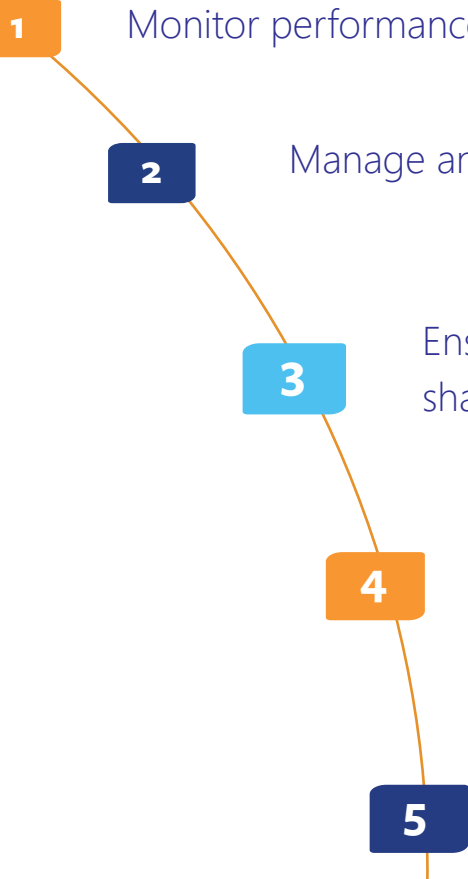
3 **Implementation**

Ensure a scalable, efficient and high-performing IT environment in which your new software can be installed and run.

1 Prioritise your highest value projects.

2 Evaluate the expected ROI for the software.

3 Define your Governance policies and processes.

4 Create a Development Lifecycle implementation.

5 Establish a Center of Excellence for best practice and usage.

6 Train employees in how best to use the software for themselves.

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4   Improvement

Once the software is in place, take time to guide and train those people tasked with using it, to make sure they are confident, happy and can deliver the greatest value from it. Along the way, be sure to properly maintain and support the software itself.

1 Monitor performance and user experience.

2 Manage and resolve issues as they arise.

3 Ensure that software updates are made promptly and share evolution and functionalities improvments.

4 Create internal user groups to test and feedback on software.

5 Onboard new teams as required through a roadmap.

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5   Support

Going forward

continue providing your users and teams with **the ongoing training, workshops, focus groups, online resources** and other materials they need to get the most out of their adoption and use.

It's a cyclical process – and one that's underpinned by a culture of continuous improvement. Identify your key teams, your quick wins, and prioritize the use cases that will deliver ROI and employee satisfaction the fastest. Then, expand over time and develop new ways to add further value, revisiting your priorities as you go.

PART II

Case study: A Strategic Roadmap
for Adoption Success

This approach can be best demonstrated by sharing a practical, real-world example: something which resonates with best practice solutions to the types of software adoption challenges many modern businesses face today.

Around 20,000 employees

Institution present in: more than 20 countries in America, Europe, the Middle East, and the Asia Pacific region

In 2020, Keyrus engaged with a major **banking financial service provider** to deploy software which could automate processes and improve IT performance across its business.

Although some of these desired processes were already being performed by existing tools such as Microsoft Excel, they required constant manual intervention, had little or no means of auditability and were prone to human error.

The only viable solution was to configure and install capable new software, backed up with comprehensive support.

Keyrus was tasked to deliver this.

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We **prepared**

We did our groundwork: preparatory research and learning about the organization's business, to gain the knowledge and insight we needed to deliver the best solution for its needs.

We found a **'champion',** to be our confidant and partner throughout the software adoption process. This should be someone with a good, broad understanding of how their organisation operates and a realistic view of what is possible, technologically and politically.

This contact can be as useful for employees as it is for us as technology consultants. Typically, people are averse to change. We don't trust new things and usually prefer to keep working in familiar ways, even if we know there might be a better method somewhere out there.

So, having a colleague who you know and trust, who can explain the Keyrus strategy and approach informally and without a sales angle helps to persuade employees and communicate the benefits of change in a softer way. This is extremely helpful in ensuring a smooth adoption process.

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Implementation

We **prioritised**

Next, we planned and mapped out the project priorities, by identifying the most urgent and critical use cases based on business demand and possible ROI. Doing this reveals your 'quick wins'; the most important focus to shift from legacy processes to new, innovative and automated ones within your required timeframe. Progress is closely monitored throughout and reported on.

Implementation

We **trained**

Throughout the deployment of these use cases, we provided a dedicated training program for all those employees involved, to bring them up to speed, ensure they were comfortable, confident and able to get maximum benefit from their new software, and ultimately take them from 'zero to hero' by covering everything from the basic essentials to more complex predictive analytics.

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Implementation

The program was supplemented by specialist 'power sessions' to focus on topics that were pertinent to the organisation, such as outputting their analysis to the organisation's visualization tool Power BI.

This enabled us to customise content specifically for our client and present it in a real-world, relevant way.

This type of program should be suitable for anyone in your chosen organisation who has a rudimentary level of skill and technical knowledge. Early awareness and visibility of the program for employees is important: by sharing details and publishing the schedule before the software adoption process even begins, this gives them confidence that they will be properly prepared and trained to use it – and they can plan their own learning journey early.

Improvement
We **supported**

Finally, once everyone is informed and the software is running, we provided a full-time expert consultant on the ground in our client's premises, to support with any queries or issues and ensure everything ran smoothly. This was complemented by a team of other experienced consultants, on hand to support delivery of the individual use cases and enabling new users to create their first use cases confidently and successfully.

Above all, it is important to make it clear that consultancy is always present and available, in an ongoing way. This can make all the difference when use cases are complex and stressful. It ensures that users keep going and realise the benefits, resisting the temptation to give up part-way through. Building this rapport, based on continuous learning and a human touch, is critical as a catalyst to successful transition and adoption.

As a measure, we also incentivised employees for their extra efforts, by offering accreditation or certification to recognise and reward their professional development along the way. This approach can be a great motivator for people.

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Improvement
Measuring **success**

Keyrus's focused and supportive approach created significant benefits and success for our client

During the program itself, we supported some 20 teams across our client's business. Now, these new users can enjoy automated insights in their business units to work more efficiently and productively with less error and effort.

Resources are freed up to focus on other important tasks which were previously too complex to achieve in the time available; and business users can directly access previously inaccessible information purely as a result of automation.

ROI

When consulted, five of our client's departments shared their indications of success.

+ 1150 Minutes saved per month

4 Resources saved

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Partnering with Keyrus to adopt a program at your organisation

Keyrus has large experience in successful implementations.

Our consultants can plan and implement a successful data software adoption partnering with your organisation to achieve maximum ROI.

Whereas our technical experts can deliver training to upskill your teams and tailor learning to engage the target audience.

At Keyrus, we make sure that adopters of new data technology engage with experts when they are building their first use, thus increasing their confidence and helping your organisation to become more data driven.

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make data matter

Thanks!