Technology Onboarding: Preparedness and Adoption Services

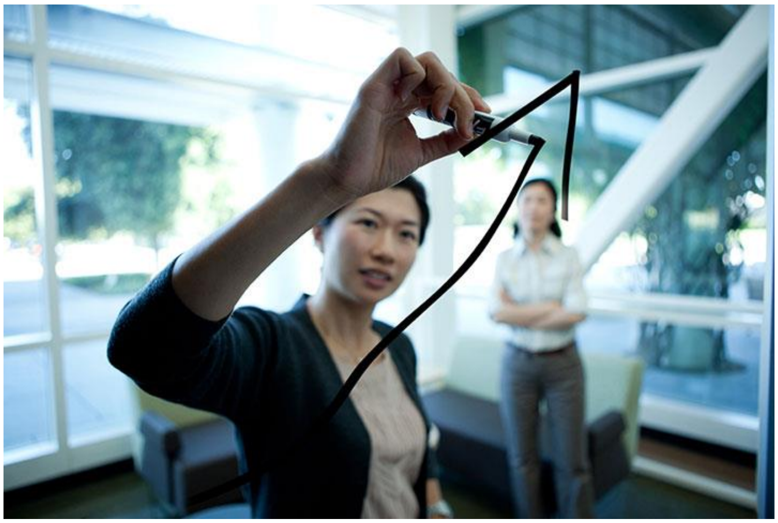
Adoption Services to align your new or existing technology solution with your business priorities to accelerate workforce or customer preparedness

UCI UNIFIED COMMUNICATIONS INTERLINK

Rapid adoption engagement: Six-Steps-to-Ready

If you need to quickly ramp up your workforce or external customers in the use of your investments of collaboration tools, advanced business applications or just wanting to prepare your teams to better use your existing digital tools, UC Interlink offers onboarding and adoption services to help get your users on board. Our proven change management methodologies and metrics tools ensures rapid adoption and management oversight from top to bottom. Using the latest best practices in training resources and user awareness messaging, along with our proprietary Adoption Analytics™ metrics reporting tool, guarantees an accelerated transition to digital technology solutions in the least amount of time. With our six-steps-to-ready preparedness engagement, you can be on your way to a successful strategy and plan. It is that easy. Let the experts at UC Interlink show you how to get your new technology initiative and program off the ground.

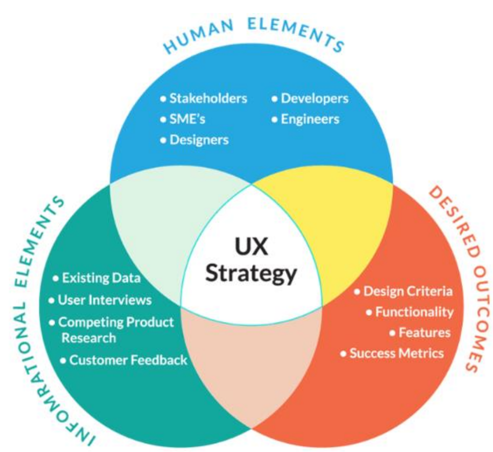
Step 1: The Quick-Start Assessment



The Quick-Start Assessment is designed to assist the customer in prioritizing project requirements, define user experience goals, business priorities and operational targets. Our Change Management team will lead the following:

- Facilitate Kick off Meeting to define project team structure, roles, and responsibilities matrix, readiness checklist and policies with a project plan and timeline to hit the ground running.
- Facilitate planning discussions with key stakeholders within IT, Security, Business Continuity, HR, Crisis Management and Business Leadership in preparedness planning
- Assist to define the customer's goals, policies and mandates
- Guide the customer through key decisions associated with provisioning key product features, systems, processes, and solution standards.

Step 2: User Experience Feature Matrix



Designing a custom User Experience is the process of identifying a key set of system features and functionality that will align to the desired business outcomes. We will implement a strategy to design the desired outcomes and establish a series of business features, processes, and solutions standards to optimize ease of use, accelerate deployment models, improve usability, and productivity enhancements to ensure users have key must have features. We will provide a matrix of recommended product features by stakeholder roles and personas that will enable global, regional, or department level planning to ensure a successful adoption plan is implemented.

- Design the User Experience with a focus on how to use your digital tools with a more simplified ease of use
- An End User preparedness checklist of recommendations on how to use the new tools to optimize the experience, including recommended standards, policies, and best practices
- A usability/UX review of the business features to ensure you have enabled the right system functions to deliver a rich user experience

Step 3: User Communications & Awareness

A **Communications and Awareness Matrix** of core user communications and email messaging about the new technology initiative and project launch.

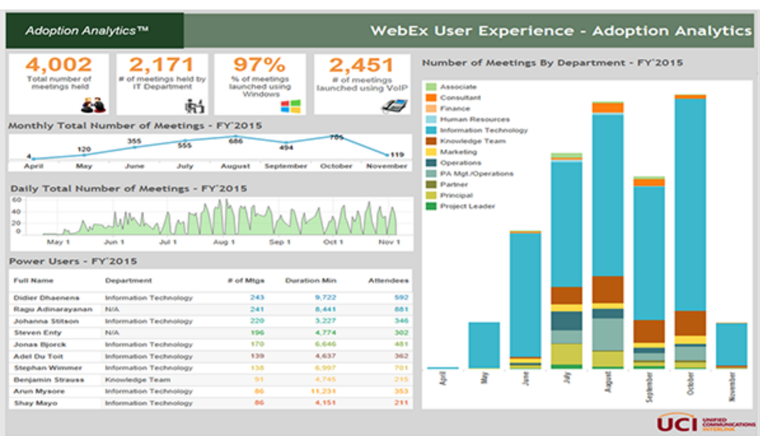
- Communications Matrix and User messaging templates to provide User awareness, messaging of business benefits, FAQ's, work models, the creation of Share point portal/website/intranet site content, product usage guides, target audience matrix and a t-minus communications schedule that guides employees through the project lifecycle phases of the communications plan.
- Assist Corporate IT Communications with project branding, messaging content, marketing collateral, digital signage, CRM, microsite development to highlight project details and resources to manage internal communications. Define communication dates, Go-Live and End User launch schedule.

Step 4: End User Training

As part of **User Readiness**, training guides, job roles and reference guides that supports the new work models, use cases, product usage, policies, and new behaviors to maximize optimal use of digital tools.

- Quick Reference Guide Templates to use as training resources given to all users.
- Creation of training video modules, and training resources tracked, as needed.
- End User Training syllabus for train-the-trainer remote live sessions for internal Learning Development Teams
- Operational readiness knowledge articles for Support Teams, Helpdesk and Project Team members.
- VIP and Executive high-touch training to address special requirements and support.

Step 5: Metrics and Reporting



Define a **Metrics Strategy of Key Performance Indicators** to establish performance baseline, global/regional metrics, adoption patterns, license capacity consumption models, user satisfaction and overall business continuity of digital tools. Management will receive business performance reports to oversee and track usage behaviors and consumption patterns:

- Run usage reports and evaluate performance, compare usage trends to success targets.
- Create a baseline (what features are people using, what's the current work trends, user personas, where are people getting stuck in the new work model). KPI metrics to track and manage success goals.
- Establish project business go-no-go decision criteria that is based on metrics reporting.
- Provide monthly/quarterly performance reports and consultation on how to correct and adjust adoption plans to increase and maintain adoption goals.

Step 6: Hand off to Service Desk

Ensure the **successful transition** to support resources.

- Complete the project life cycle with a smooth transition and process for continued support of new solution.
- Establish a hyper care plan to ensure system stability before final handoff to support team
- Create knowledge aids and schedule training sessions with IT support staff
- Ensure the customer knows how to maintain the user experience and has defined post deployment support plan, vendor SLA; how to purchase additional licenses, purchase additional add-on services for post-go-live, on-going metrics and monitoring/dashboard, continuous product training and/or Professional Services, as needed.

Fixed cost pricing for services bundle

Learn more about UC Interlink adoption services programs, contact the Sales Department at sales@ucinterlink.com or by phone at 408.623.6973