

5 Tips for a Smooth Implementation

Rolling out a new technology internally is a daunting task. It involves multiple stakeholders and demands a clear, well-planned strategy. But often, the focus is on the technology when it should be on the people.

Let's look at five essential strategies to ensure a successful implementation and adoption.

1. Set clear goals

Why are you looking for a new software? What problem are you looking to solve? Start with identifying and distilling the purpose of a new solution that resonates. Continue to refer back to that goal.

2. Focus on the end users

They are the priority. Make sure they're involved in the process and understand why a new solution is being implemented. "What's in it for me" is a question end users will have; make the answer compelling and valuable. Getting buy-in early translates to widespread, sustainable support.

3. Lock down leadership buy-in

Support from leadership is essential, from both executive and mid-level leaders. Their needs and concerns will differ from the end user, so tailor your pitch to address the areas they're focused on.

4. Remember that communication is imperative

It needs to be clear, it needs to be efficient and it needs to make sense to the users from a business perspective.

One-third of employees faced problems because of poor definitions of business requirements, inadequate process designs and the need to customize solutions to fit unique organizational requirements.

5. Make training substantial and ongoing

Companies often rely on standardized training for new technology rather than what works best for their teams. Toss the extensive manuals and deadpan portals and incorporate varied media for more personalized training. Videos, virtual sessions, in-person sessions and quick-guides will boost engagement.

The 30-60 day window is critical for adoption, so continuously encourage and facilitate feedback to ensure users are being heard and valued.

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