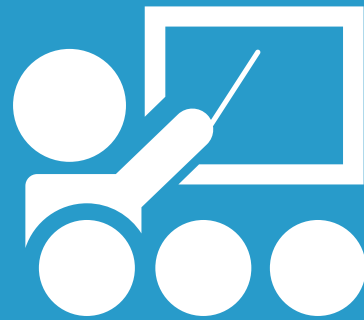




Infor **Education**

End User Adoption Services



Why Does End User Adoption Matter?

Companies invest significant \$\$ in software systems to improve business operations and gain a competitive advantage. Success of these investments depends on three factors:

Quality software

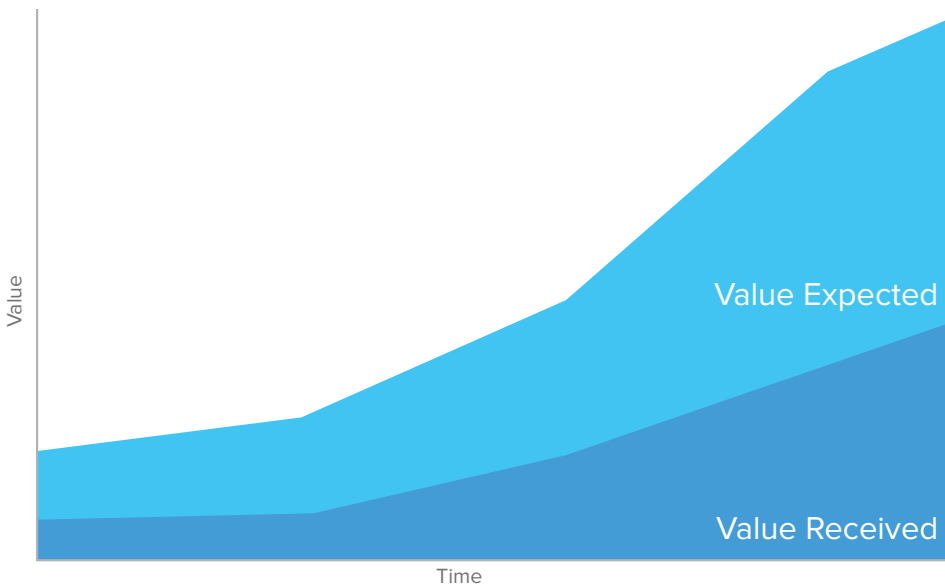
Efficient, effective implementation

Rapid user adoption and optimization

Studies confirm that your ROI and realization of business value is directly related to the speed of adoption of new systems & processes and the proficiency of users.

The key driver to deliver business improvements is the end user's ability to integrate the solution in their day to day activities.

IT solutions do not deliver business improvements - IT solutions enable educated users to deliver business improvements. The difference between the value an IT solution delivers at go-live and the value users could realize during business operations is called the **Consumption Gap**.



Lack of end-user adoption:

#1

reason for failed implementations



An end user typically experiences a problem **six times** before they call the help desk.

76%

percent of end users have failing or substandard understanding of new systems.

The end user adoption challenge is to close that gap.

Infor End User Adoption Services

Infor Education's end user deployment method will deliver you a business driven, sustainable training solution that

- 1 Reduces project risk
- 2 Accelerates time to value
- 3 Lowers cost of implementation

Infor End User Adoption Services are separated into three stages:



Foundation

End User Adoption Plan

Tool Installation and Training

Design Workshop



Development

Blended Training Library Development

Translation Services



Delivery

Facilitated Train-the-Trainer session or Training Delivery

Post Go-Live User Support

Sustained User Proficiency

Foundation

As an outcome of the foundation phase, you will have clear timelines and an agreed upon training curriculum per user group.

End User Adoption Plan

A sound foundation supports effective end user training. This is why the first activity focuses on analyzing the training needs and developing a robust platform for successful development and delivery. By doing this all your users, executive to end user, will understand their responsibilities and how their job can impact business performance.

Tool Installation and Training

We can support you regardless of which tool you choose, but our recommendation is an end user productivity tool like Infor Enterprise Performance Accelerator Kit (EPAK) to reduce implementation time and effort, standardize content creation and reduce total cost of ownership. One input produces multiple outputs, making this a cost-effective and timesaving solution and ensures that all learning styles are addressed in an accessible and convenient way.

The tools training incorporates instructor demonstrations, hands-on student activities, and practice lessons. Your team learns to create courses, simulations and conceptual elements.

Design Workshop

In the design workshop you create the standards, prototypes and quality control cycles that will serve as the foundation for your comprehensive training solution.

Deliverables

Training needs per Role

Curriculum design

Content development plan

Delivery methods

Sustainment strategy

Estimated resources and costs

Development

As an outcome of the development phase, you will have a sustainable library of process and business materials to support user community delivery and upskilling.

Blended Training Library Development

Building on the foundation activities, Infor will work with you to create an effective business process library. The first portion of your custom training and documentation is created during the Foundation phase design workshop. These assets serve as examples for your resources to build the rest of your content.

Infor can ensure successful content creation by providing a project team lead and instructional designers to supplement your team, or we can provide full management of material development and customization.

Translation

For global implementations, consider translating materials into one or more target languages.

The deliverables from the development stage depend on the outcome of your user adoption plan, but would include all or some of the following:

Conceptual presentations

Classroom training guide

eLearning demo and practice simulations

Job aids

Knowledge assessments

Refreshable training environment

Delivery

As an outcome of the delivery phase, your users will be empowered to support a successful implementation, they know what is expected of them and how they can impact business results.

Facilitated Train-the-Trainer session

Many times, those who have the best Infor knowledge don't necessarily have the background to deliver effective classroom training. To address this gap, we offer a soft skills training workshop. Future trainers will leave the workshop having covered a variety of subjects including best-practice instructional delivery skills, adult learning styles, skills to handle challenging participants, and key training methods.

Training Delivery

If your organization does not have resources to lead training, Infor can provide a customized learning experience for your end users using our Learning Consultants. We deliver classes configured to your use of the Infor system using the materials developed in the Development phase. Your Subject Matter Experts co-present to answer workflow-specific questions, but don't bear the time-consuming tasks involved with leading training.

Post Go-Live User Support

After an initial go-live, support might be needed in a number of areas such as revising material and over-the-shoulder "hyper care" support for end users.

A key ingredient to training success is a strategy to measure user confidence and adoption as your users learn new skills.

Sustaining User Proficiency

A key ingredient to training success is a strategy to measure user confidence and adoption as your users learn new skills and making adjustments - assessing user proficiency, tracking what courses your users have taken and validate their understanding through quizzes, tests and surveys. Course deployment through eLearning enables repeat training close to and after go-live which greatly increases learning retention. It also provides reliable and efficient new hire training to reduce skills erosion following implementation.

Engage Infor End User Adoption Services to...

1 Reduce Project Risk

Ensure a consistent and comprehensive approach to learning

Reduce risk of non-compliance and ineffective workarounds

Reduce the risk of failed system go-lives by empowering users

2 Accelerate Time to Value

Provide role based, need-to-know training

Offer multiple outputs to support all learning styles

Ensure each role understands how they are aligned within the intended business outcomes

3 Lower Cost of Implementation

Reduce cost, time and errors to create and maintain documentation

Minimize resources deployed to non-value activities

Over long term, lower the TCO via reduced support and help calls

Infor Education's user adoption model can support you regardless of which engagement level you prefer:

Self-service

The Foundation phase creates a platform which gives you the opportunity to manage the rest of the process yourself

Partnership

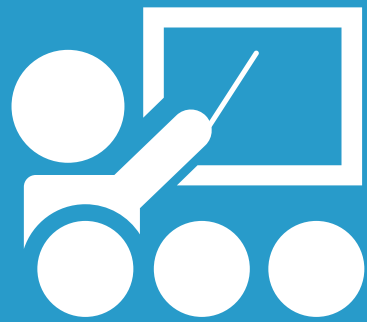
Full time Infor learning specialist(s) focusing on items that will provide the greatest return

Full service

A team of Infor learning specialists focusing on all learning components

Put user success at the top of your priority list and reap the productivity benefits that result.

For more information about Infor End User Adoption Services, contact your local ICS representative.



Infor Education

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