

## Business Challenge: Technology Adoption

Adoption of new technology products is critical—and largely determined by how they are rolled out.



An effective technology adoption program can mean the difference between tangible business improvements and a huge drain on an organization's time, resources and money. But if technology adoption isn't one of your company's core competencies, is it in your best interest to try leading this critical activity?

It doesn't matter if you are starting from zero, or know exactly what you need to meet your business objectives; Conduent Learning is ready to help. Using the consulting, technology and outsourcing branches of our company, we will create a technology adoption plan that is right for your department, organization and technology.

### What you get

**Scalability:** only as much or little support as you need.

**Better resource management:** allows your core internal training team to own strategy rather than worry about execution.

**Continuity:** ensures the core learning activities of an organization continue to happen (onboarding, management training, etc.).

**Expertise:** training content vetted and delivered by professionals who understand how people learn, not just how to talk about a particular product.

**Sustainment:** planning for how to continue training after the initial roll-out.

### How you benefit

- Improve your bottom line by not maintaining a variable workforce at your company's expense.
- Execute efficiently against tight timelines with minimal ramp-up time.
- Allow the focus of your core training team to remain strategic.
- Minimize disruption to normal business function
- Save cost of time and money in the future by building a sustainment plan at the time of roll-out.

Leave the adoption work to us so your company can keep doing what it does best.

## Service products

Although our services are available a la carte, here are a few ways to get started towards your goals.

### Rapid launch

We can take the existing product documentation, and with a few interviews, deploy content for your distributed audiences.

#### Components:

- Targeted task analysis
- Brief readiness assessment
- Rapid content development within
- the Conduent e-learning framework; job aids
- System interface training with a gamification model
- Localization to in tier-1 languages
- Global hosting on our content delivery network for 6-months to your channel and partners, with included metrics

### Rapid deploy

With internal experts and global network of instructors, we can quickly augment your delivery services using both in person and virtual classroom training.

#### Components:

- Sourcing of qualified instructors
- Train-the-trainer program and certification (to match your culture and brand)
- Coordinate classroom facilities, print-on-demand, and virtual training registration and production
- Provide recordings of hosted sessions as an additional resource

### Rapid support

A social learning community can be used to help identify product issues that require additional training as well as reduce the impact on an organization.

#### Components:

- Sourcing of qualified social community experts
- Train-the-facilitator program and certification (to match your culture and brand)
- Global hosting on our content delivery network for 6-months to your internal employees, channel and partners, with included metrics
- Establish moderation workflow that fits your organization's needs

