

Sustained End-user Adoption & Learning

What good is an unused ERP? How about one that is misused?

Process changes are a use it or lose it proposition. Every year, companies spend millions to implement state-of-the-art processes. While the business cases project benefits several years into the future, these process changes routinely fall short of expectations. Poor usage habits of end-users lead to reduced utility and life-span of these changes. If end-users are unable to understand or remember the processes, they find alternate ways to “deal with” the systems, ultimately leading to a system breakdown.

Many organizations still believe that training a small fraction of initial users will, perhaps through osmosis, transfer the learning to all the end-users over the process life-time. Far from it- this approach leaves users confused, misinformed and frustrated. A formal approach towards sustained end-user adoption and learning is the only way to realize business benefits from process changes and upgrades.



Infosys' approach of learning at the screen will help users to win at the screen.

Infosys' Sustained End-User Adoption & Learning solution methodically works through the clients' business priorities, and the practical realities of reaching globally distributed users over time. This approach efficiently uses smart learning tools to deliver the right information “just in time, just enough, and just for me”. With fully integrated social media tools, users generate and share updated content-keeping it current much longer than outdated training binders.

Deploy the right learning interventions, and make it last

Many learning interventions are now available for user training. Mileage varies for each intervention-instructor led training might be right for some, a simple application simulation right for others, while a flexible wiki may be the right choice in some cases. Infosys' solution uses a purpose-built collection of learning interventions, while inter-linking them in front of the user to create a seamless learning experience. This “fuel-efficient hybrid” of the user adoption world is elegant and cost effective.

This solution offers increased visibility over user adoption, and builds in higher flexibility for future process changes or additions to the user base. Doing it right means that the processes are used as per their intended design, and the data in the systems is more relevant and usable. With Infosys' solution, users learn quicker and lose less time being lost, frustrated or on-line with the help-desk.

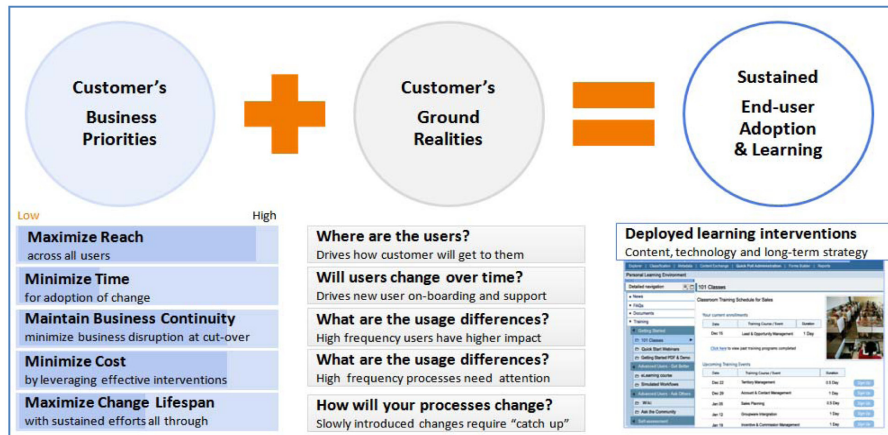
Case Study

Business Scenario

Infosys partnered with a large oil field major for an ERP system implementation. The organization had a history of unsuccessful process rollouts. To ensure successful implementation of the ERP system, Infosys recommended increasing user adoption using the Sustained End-user Adoption and Learning solution.

Infosys' Sustained End-user Adoption and Learning (SEAL) Solution

Through the SEAL solution, Infosys proposed a mix of communication and learning interventions that were aligned to the application implementation lifecycle. Before the go-live, communication mailers, supported by system demos, were used to establish the context of the implementation. These were followed by role based e-learning courses and simulations to help users gain proficiency on the system. Tools such as discussion forums and wikis offered users the opportunity to enhance their knowledge and learn collaboratively. In this manner, the implementation was successful with high user adoption.



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