

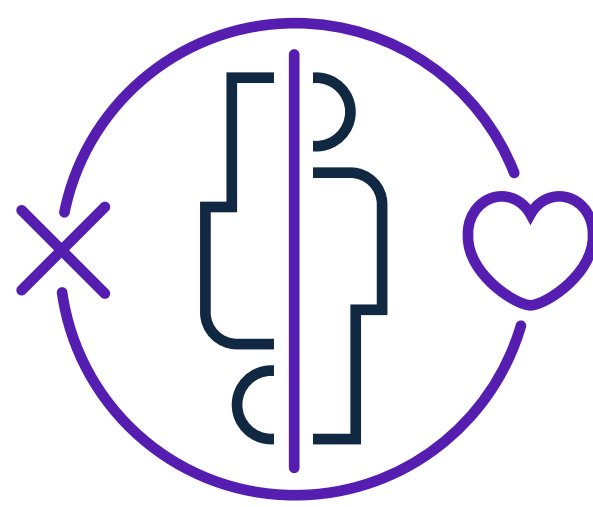
A human centric approach to HCM implementation

Best practices for ensuring successful digital adoption of HCM software, for any organization digitizing their HR function

Employee experience

Remember end users are just humans. The experience of the employee should be at the heart of your approach. From an early stage consider the following:

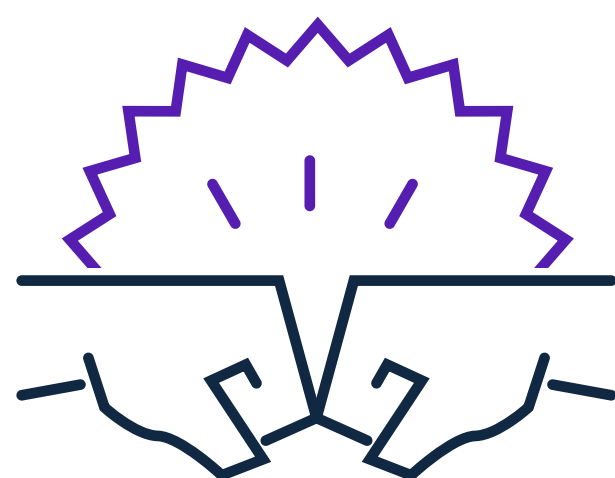
- Keep lines of communication open
- Know your audiences real pain points
- Listen to concerns and feedback



Experience the change

Practice co-creation with employees to create high impact experiences and projects that are important to people AND the company. This can help generate:

- An openness to change
- A view of where there's a need for behavioural change
- Employee understanding of benefits for themselves
- Employees feel they have an active role in shaping the future of HR



Learn and grow

Scale and deepen learnings into the organization by measuring success based on adoption and engagement. Support these learnings with:

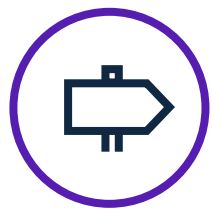
- Celebrating successes along the way
- Getting people to talk about the positive outcomes
- Measuring engagement and employee experience



On-going support

Give users the confidence that they'll be supported throughout their adoption journey. Digital Adoption Platforms (DAPs) can give people the confidence that they'll be able to handle the change. That no one will be left behind.

A DAP can help by:



NAVIGATION

provide users with interactive guides to make any task or process simple



MONITOR

detailed analytics on how well software is being accepted and where users struggle



ENGAGE

update users when there are new features or announcements



SUPPORT

offer 24/7 support and access to content from existing knowledge bases

Are you ready to take the next step towards successful digital adoption?

Speak to a member of the team for a Userlane demo.