

Why digital transformation is all about people

As enterprises heavily invest in digital transformation projects, they face multiple challenges, mostly related to people, culture, and managing change. Everest Group believes that digital transformation should be about people, and Digital Adoption Platforms (DAPs) can help in doing so.

Typical digital transformation challenges enterprises face

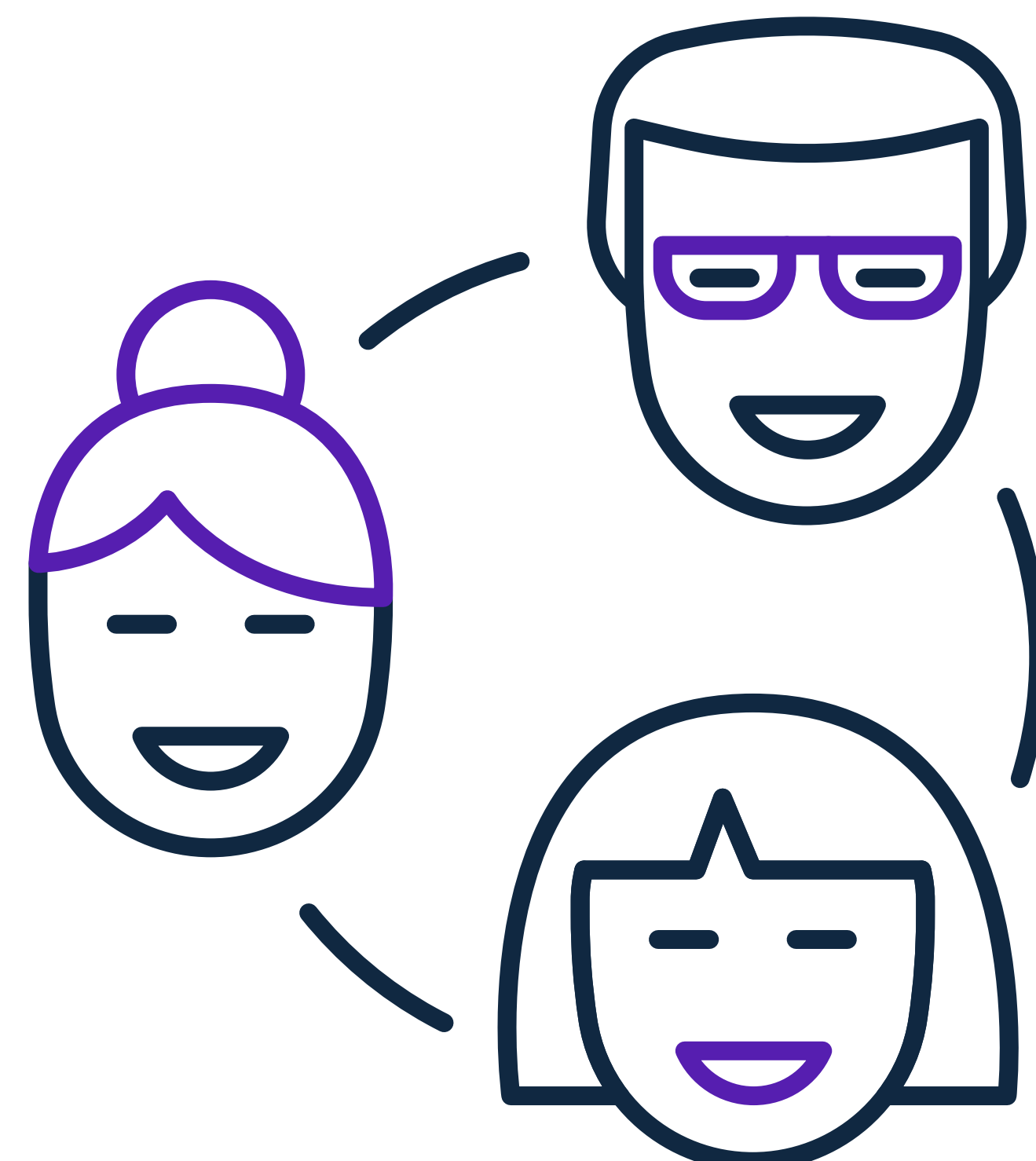


Employees overwhelmed with changes

Employee experience is now a critical factor in any organizational change, and enterprises should help their employees overcome a fear of change and give them a sense of security and comfort.

Multigenerational workforce

Workforces are not only made up of different people from different geographies and departments, but they also contain different generations with varying levels of digital proficiencies.



Constant influx of new hires

For fast growing companies, new employees need to get up and running quickly. And in order to do so, they are expected to master different applications at a fast pace.

Application overload

You can't be an expert in every application you use. And so, organizations can't expect everyone to fully understand new processes across all their applications; else they risk overloading their employees.



A successful digital transformation is about managing people and change, and digital adoption is a key enabler.

Solutions for digital adoption among enterprises:



Traditional training methods

Instructor-led training, recorded sessions, and SOPs



Software solutions

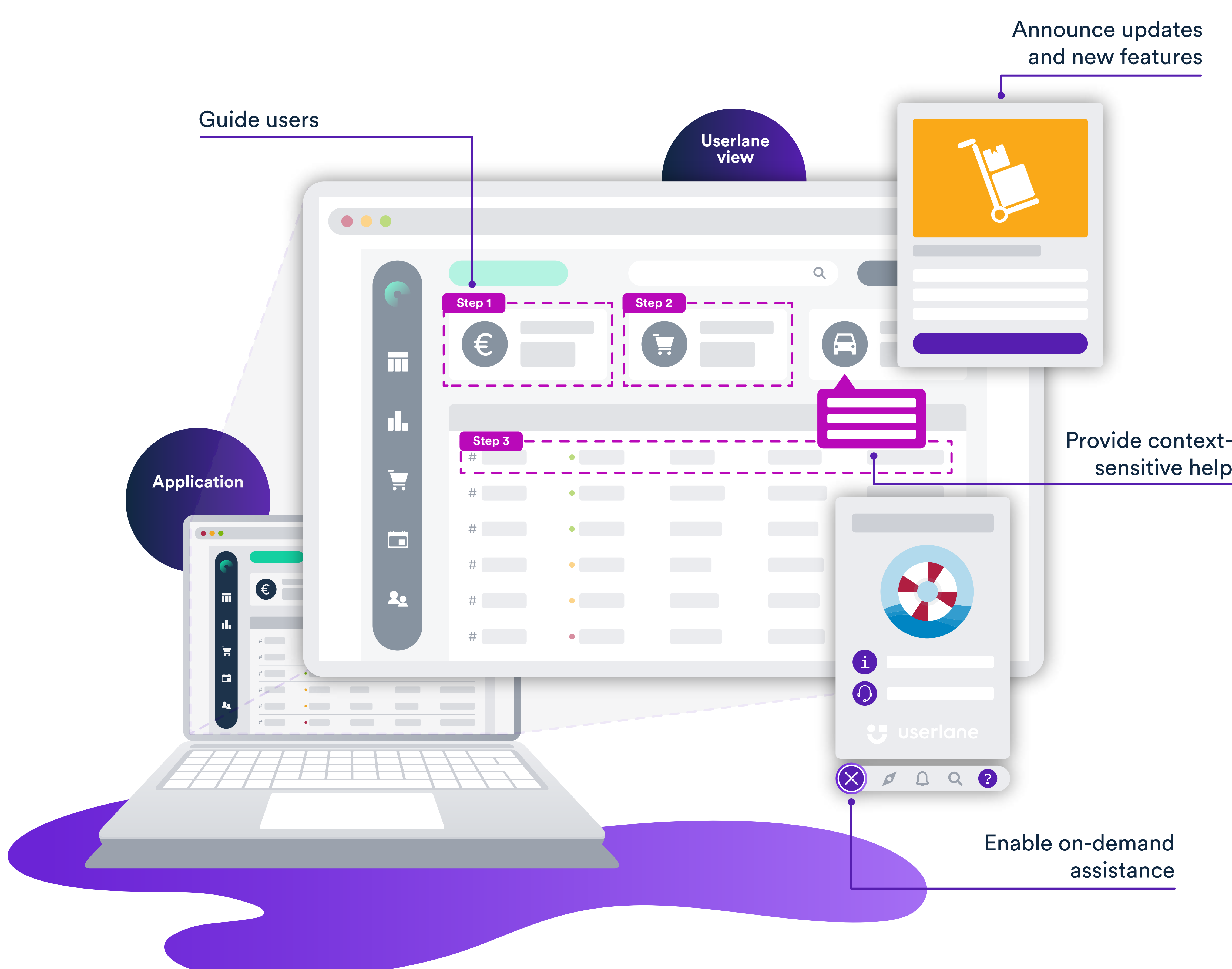
Gamification, immersive training, collaboration tools, and LXPs



Digital Adoption Platforms

In-app guidance, usage analytics, and 24/7 support

Digital Adoption Platforms offer various features to help users complete and learn processes within the underlying application, in addition to providing contextual help, announcements and access to support channels.



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

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