

Enable and facilitate usage of my communication solution with professional help

User Adoption Services

Challenges

“My goal is to notify the right people at the right time”

“I want to create a digitally consistent workspace”

“I need to provide custom and efficient support”

“How I can create a successful adoption campaign?”

Successfull adoption campaign with the support of Orange consultants



On-boarding plan



Tutorials and guidelines



E-mail campaigns



Satisfaction survey



Communication



Training and webinars



Videos and 1-to-1 coaching



KPIs/Success measurement

Methodology of user adoption journey



Listen and Define
uses and expectations, personnel, KPIs



Prepare
project, communication and training plan



Communicate
new uses through tutorials, social media, etc.



Train
adoption champions, key users, VIPs, etc.



Measure
feedback, adoption success, KPI validity

Company stakeholders

needed to perform successful change management



Benefits

- Users at the heart of your services
- Efficient communication with clear KPIs
- Employee engagement
- Feeling of belonging within your company
- An assessment of your situation in a few days
- Consultant support through all deployment stages

Why Orange User adoption?

- We offer an assessment of the situation in a few days
- Our consultants help you reach beyond the IT aspects of your deployment
- Our adoption experts support you through all deployment stages
- Our telco and communication experience ensures a smooth project completion



Business Services

Contact us: contact.enduseradoption@orange.com
<https://www.orange-business.com/en/products/user-adoption-services>