



Digital Adoption Assessment



Define the speed of adoption

Business challenges

Digital Adoption is a term for all efforts that accelerate functional usage of (new) technology, achieve behavioral change and enhance that employee experience. With Digital Adoption you turn change resistance into change resilience. Change will happen more fluently, rapidly, and effectively, and ensure business continuity by using gamification, change communication, coaching and learning concepts.

With Digital Adoption the employee is put in the center of digital transformation. They define the pace of change and success. With our program and support we help them to change how they work without affecting their productivity, business continuity and joy they find in doing their job well.

Not including Digital Adoption will harm your business in multiple ways:

- High potential of losing return on investment
- Drop of the IT service satisfaction rate
- Strain on the Service Desk due to recurring questions
- Hardly and buy-in from internal stakeholders for the Technology Roadmap
- More need for shadow IT
- A disappointing employee experience

The Digital Adoption Assessment

How will your employees benefit from your technical solution and how complex is the change for your organization? Our experience is that 3 dimensions determine the expected speed of adoption and valuable tactics. For each dimension we assess your performance.

Capabilities

- Is there enough support and can we expect change leadership from our key players?
- Can you effectively reach different employee groups with your corporate communication means?
- Are the required specialists involved?

Workforce

- How big is the impact on different employee groups?
- Which employee journey changes?
- Does your workflow have enough desires and ability to embrace the change? (optional)

Technical solutions

- Which features matter to which employee groups?
- What deployment strategy will ensure optimal adoption?
- Is the User Experience of the technical solution on par? (optional)



This is what we do

Digital adoption assessment

Your digital transformation efforts change how your employees work. With our Assessment we determine the expected speed of adoption of an upcoming change. To provide valuable tactics and key activities to apply to your own adoption strategy, our digital Adoption Consultants assess the current state along with 3 dimensions; workforce, capabilities, and technology. We build a pragmatic roadmap towards your desired state within a short period, based on interview, observation, workshops, surveys, and desk research.

UX assessment

Complex interfaces hamper the user experience and slow down adoption. If applicable, our User Experience Managers help enhance your employee satisfaction by recommending improvements of the usability, accessibility, and pleasure provided in the interaction between user and the technology. Apply our recommendations to optimize the available features, and thus performance. Our UX manager assesses the interface in production or test environment, preferable with content.

Digital Dexterity Scan

People define the pace of digital transformation. With our optional Digital Dexterity Scan we measure the ability and ambition of the workforce to work digitally to drive better business outcomes. The Digital Dexterity Index defines the expected speed of adoption, point out areas of concerns which we tackle in our end report. We set-up an online survey amongst employees for you to distribute and require a response rate of 35% or higher.

That's how we do it

Based on interviews, workshops, surveys and desk research, we determine the expected speed of adoption and valuable tactics to deliver on these expectations.

For each dimension, we determine the current state and identify quick wins. This results in a qualification and a pragmatic roadmap towards your desired state, containing useful tactics for your adoption strategy. We discuss the results in a presentation with all those involved.



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Over **23000+** employees in projects & consulting, including **11000+** offshore



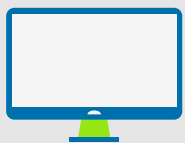
A complete portfolio of Cloud services and products enabling us to offer a wide range of advice and services (in strategy assessment, migration, operation and innovation)



Key partners AWS, Microsoft, Google, ServiceNow, SAP, Docker



7 global service desks supporting 35+ languages



Over **10000** ITIL certified employees



More than **50 years** of expertise



Best practices through multiple Cloud projects in multiple sectors



Active in almost **50** countries



Connect to know more

If you'd like to find out more about our Digital Adoption strategy and the assessment, please feel free to reach out to Corine Alrichs, Digital Adoption Lead, or Frank van Ierland, Chapterlead Connected Employee Experience.



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenue of €16 billion.

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