

User Adoption in the modern age

“What are the main drivers for change in ERP?”, a common yet very important question for all forward-thinking companies. According to Forbes, some of the common benefits that come along with movement to Cloud are: cost savings, efficiency in processes, expansion, real time analytics and compliance reporting, security and mobilisation.

These factors enable businesses to become agile and remain competitive in this rapidly changing technology era.

To achieve these advantages, companies should target a well thought through migration project plan, blended with the concept of modern user adoption and continuous learning. User adoption is about changing behavior and with Cloud, culture it is not just about technology. The skills and methods used to change behavior and drive cultural change are very different than those needed to build and deliver a Cloud ERP system. Meaning that the people who lead and deliver your Cloud ERP system may not be (and probably are not) the right people to lead the user adoption program.

Training is historically is one of the last items to be considered during migration projects, but, as all of the organisations that have moved to Cloud ERP will attest, this is now an item that needs to be addressed at the beginning of your project. Why? Well, mainly because when adopting Cloud ERP, you adopt modern best practice processes with minimal customisations. Meaning the communication of “the why” is vital from the beginning. TIP - Communicate, communicate, communicate - engage with your business from C-level down to ensure an understanding of the vision behind the project, the benefits of the change and the objectives aligned to the business and how this will impact business units and its users. It is vital that this is continued throughout the project and beyond, it should be treated as an internal marketing/communications campaign.

You can train your business users in a number of ways; starting with your Business Process Owners and Key Stakeholders to your Administrators and then User community. The early stages of this knowledge transfer can be benefited from running physical classes, virtual webinars or hybrid-based workshops, making these very specific to the configuration, processes and enterprise structures. Supporting this learning can be training materials such as QRG's (Quick Reference Guides), manuals or presentations.

For end user training it really does depend on the type of business and the demographic of users. Therefore, working with a proven training organisation is vital as this needs to be delivered and assessed effectively. More importantly the training partner should have a deep belief in supporting continual learning and self-sustainability for the organisation and have knowledge of which products can support this modern type of adoption.

The key products in modern adoption are contextual help solutions, giving the organisation the ability to place the learning within the new Cloud ERP applications in real time. These solutions give users step-by-step guidance, context sensitive, role-based learning. Following the processes within the system with fully customisable content to support policy and process changes, company-wide announcements and enable users to learn “on the job”. These just-in-time solutions enable continuous learning and when coupled with a light touch methodology and workshop based specific learning an agile adoption is secured.

The benefits from adopting contextual help solutions are numerous, from a huge reduction in operational support costs, to rapid deployment of usability training to suppliers as well as employees.

Imagine the effort and time spent by the Procurement department dealing with the infinite queries from suppliers, when a new procurement system is rolled out globally. Every Cloud ERP migration needs to be fulfilled with culture and commitment, leading to ongoing innovation, learning and change implementation, across the business.

Adopting Cloud ERP is just the beginning of the developing journey, this solution holds the power to an enhanced future, therefore, will be upgraded up to four times a year. Shaking hands with a reputed and trustworthy training partner could be considered as a small step taken towards a big successful impact.