Behavioral change is fundamental to your success! NetSuite understands the people and process challenges that accompany the introduction of new technology in the workplace. To realize the full benefit from a new system, targeted change management activities will promote user adoption and minimize the risk of your implementation being marginalized.

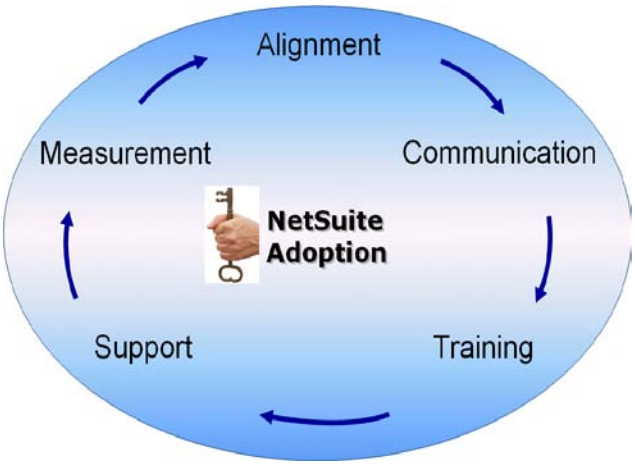
A Strong Adoption Strategy…

- Prepares the organization for the new business direction by creating awareness, energy, and enthusiasm
- Clarifies project objectives and defines how they will be measured
- Promotes end user involvement in the design, testing, and roll-out of the system
- Suppresses resistance to change in the user community
- Increases the chances for successful adoption of new technology

Lack of an Adoption Strategy…

- Postpones the return on technology investment
- Leads to organizational confusion which results in frustration and reduced productivity for end users
- Results in a system that may not satisfy business priorities
- Raises the likelihood that time and resources will need to be reinvested in system configuration and training
- Increases the chance of a failed implementation

5 Key Areas of Adoption



Alignment – Ensure your objectives, benefits, management team and end users are strategically positioned around the change initiative.

Communication – Create a strong communication plan to promote awareness and minimize surprises.

Training – Educate users on fully tested technology using a role-based, day-in-the-life approach to drive appropriate system usage.

Support – Create a support plan to promote user proficiency and continuing education.

Measurement – Motivate users through incentives and predetermined performance goals.

NetSuite Adoption Toolkit: We've designed an Adoption Toolkit that contains guidelines and tools for infusing your project with practical change management activities.

- ☐ **Adoption Workbook:** A step-by-step guide to help you plan and execute an adoption strategy
- ☐ **Adoption Checklist:** A checklist to keep track of the adoption milestones and action items
- ☐ **Adoption Templates:** A rich library of change management templates to support your adoption activities

Visit SuiteAnswers to learn more and download the toolkit!

Navigate to the **Support** tab > click **Visit the SuiteAnswers Site** > search for "**User Adoption Toolkit**"