

D A M O V O

Acceptance-Management
More than just tolerating!



Change Driver

Companies are increasingly using modern forms of communication such as presence, chat, voice/video conferences and file/screen sharing in order to make their organisations more efficient.

However if the benefits of these new features are not explained to the employees from the outset then user acceptance and willingness to use the new solutions will be very low. This means previously set goals for a more efficient internal and external communication will be not achieved and the users may become even more dissatisfied than before the introduction of the new tools.

As a consequence both the management and IT will have to deal with complaints and general dissatisfaction.





Damovo Approach

We have developed a consulting concept in which the planned UCC transition project is coordinated with all stakeholders in a timely manner.

Together with the customer, we develop communication plans that demonstrate the strategic use and benefits of the new communication solution for the employees.

As part of this programme training programmes are developed that are tailored to the individual employee groups.

The goal is that every employee not only tolerates the new solution, but actually embraces it – recognizing the potential added value for their work environment.



Customer Value

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How the **employee** benefits

Employees can become more familiar with the new solution by visiting the demo rooms and asking questions.

Greater communication and user training will help the employee to recognize the added value the new tools bring to their work processes.

Employees become more satisfied and motivated.

How the **company** benefits

A greater return on investment is achieved if the UCC rollout is successfully embraced by the employees.

Better trained employees lead to fewer user help desk requests – freeing up IT time for other more strategic projects.

Both the internal and external corporate image is improved through the use of modern forms of communication and collaboration.