

# How to make a Digital Adoption Platform work for your organization



## 6 Steps to creating a DAP program

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Evaluate opportunities

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Create a business case

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Conduct a pilot program

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Implement DAP program

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Cultivate an SME community

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Continually measure & improve

# Introduction

## Who should read this ebook

This ebook is targeted to CoE, PMO, OCM, and L&D leaders who are planning or in the process of their digital transformation journey but may be experiencing any of the following:

- Poor user adoption of new technologies that leads to a lack of proficiency and engagement in the workforce
- Slow or stalled software implementation ROI due to slow time to productivity of employees
- Strained and overburdened training and support staff resources

## What you'll learn

In this ebook you will learn how, step by step, to implement a Digital Adoption Platform (DAP) in your organization and how a DAP program can help cultivate organizational agility and a culture of transformation.

## What's included to help you get started with DAP

- DAP Needs Assessment Checklist
- DAP Business Case Canvas
- Microsoft Project DAP Implementation Plan Template



Like any other implementation, it is important to strategically deploy and incrementally improve your DAP. Here are the best practices. From identifying opportunities for improvement with DAP to creating a business case to establishing a long-term DAP program, this section will walk you through the DAP blueprint. By the end, you'll have a DAP program that is self-sustaining, with walkthroughs managed by a robust SME community.

# 1. Evaluate opportunities

## Build out a cross-functional project team

DAP teams can come from anywhere in the organization. Whether it be a CoE, PMO, OCM team, L&D, or another department that brings DAP forward, the first step in the process is building out an initial project team.

This team will be the guiding force behind building the business case and the pilot program. Suffice it to say, the DAP project team needs to be excited about DAPs and ready to evangelize the program to leadership. You'll want to walk potential members through the benefits of DAP and gauge their interest in joining the initiative. Potential members should come from a range of departments and roles to get the most comprehensive view of DAP potential. They can include the product owner of the software you think can benefit from DAP, business unit managers or team leaders, training and support staff, SMEs, and finally leadership.

It is generally beneficial to work your way up to proposing to leadership, building the rest of the project team first. However, it is important that leadership participates in the project team - or at least endorses it. Your DAP initiative will require leadership support throughout the process for it to succeed and it is important to get their involvement early.

Once you have your cross-functional team created and leadership on board you can start building your DAP program. The team can start meeting and dividing up tasks to find opportunities for DAP implementation in your organization.

## Assess digital adoption needs and opportunities

The DAP project team starts by creating a backlog of DAP opportunities. This should be a comprehensive list of all the technologies and processes in the organization that can be optimized by implementing a DAP. Each backlog item should include details such as:

- Software product(s)
- Teams and departments with end users
- Total number of end users
- Process(es) that could be supported by walkthroughs

At this stage, the DAP project team should be capturing as many DAP opportunities as possible. After the collection process, they'll be qualified and prioritized. To get started identifying opportunities, the DAP project team can look into the following business process problem areas or ongoing organizational initiatives that can be improved with targeted digital adoption support.

## Common problem areas for digital adoption

No matter the enterprise software an organization uses, there are certain processes and workforce characteristics that can challenge or complicate digital adoption. Here is an overview of five of the most common problem areas:

### 1. Complex business processes

Complex processes are known to stretch the limits of memory. That is the reason doctors and pilots use pre-surgery and pre-flight checklists. It is unrealistic and unsafe to rely on memory to ensure each process is completed consistently and accurately.

Typically, the complex processes of enterprise software do not have the life or death stakes of a preflight checklist. But they can impact the bottom line of a business and the livelihoods of its employees. Complex business processes need to be executed correctly every time and DAPs can help.

### 2. Infrequent or seasonal business process execution

These processes tend to be essential processes where errors are especially costly. Think quarterly financial reports or end-of-year employee reviews. And yet, the infrequent nature of these business processes makes them ripe for mistakes. To complete an intermittent, high-stakes business process from memory without errors and with efficiency is - to put it plainly - an unrealistic task. Here too, DAPs can help.



*To complete an intermittent, high-stakes business process from memory without errors and with efficiency is - to put it plainly - an unrealistic task. Here too, DAPs can help.*



### **3. Processes subject to regulatory requirements**

There are more and more regulatory requirements - particularly around software - that organizations need to follow. And the cost of non-compliance is increasing along with the number of regulations. While as many regulatory processes as possible should be automated, some processes will need to be manual. These processes need to be done right every time. That's where a DAP comes in.

### **4. High-turnover, temporary, or contract roles**

Some departments see more workforce changes than others. These may be entry-level positions, high-stress roles, or other situations that lead to higher turnover. Organizations may also have inherently short-lived roles, as with seasonal or project-based hiring that results in temporary or contract employees. In these roles, end users are constantly getting up to speed on multiple systems. This can lead to a slow learning curve and delayed time to productivity. In these scenarios, a DAP can help end users reach productivity sooner and in turn make the workforce more productive overall.

### **5. Varying digital skill and literacy in the workforce**

The same team can have members who grew up on the internet and members who saw the first personal computers introduced to the workplace. It can be challenging to facilitate digital adoption organization-wide with the varying digital skill levels and learning speeds of the workforce. And digital native or not, employees have come to expect the same intuitive user experience in the workplace that they enjoy in their consumer technology products - which is a high bar getting higher every day. When those expectations aren't met, employees become apathetic toward digital adoption.

## **Integrating digital adoption enablement objectives into organizational initiatives**

Major change initiatives almost always include new software implementations, and at the very least a software process change that impacts end users. Because digital adoption is inextricably tied to the success of today's organizational initiative, integrating DAPs into projects can help them succeed. Here are some opportunities in initiatives that DAPs can help with:

### **1. Pre- and post-go live of software implementations**

Whenever an initiative is introducing a new application or software version, DAPs can accelerate the time-to-productivity when they are incorporated in the strategy for managing the training, documentation, and testing of new tools.

## 2. Digital transformation initiatives

Major initiatives may have a series of changes that need to be implemented. Often these changes impact fundamental software processes that are critical for a variety of end users in different roles, which can disrupt productivity. DAPs can help support employees through major initiatives and help them maintain a higher level of productivity.

## 3. Keeping up to date and in compliance with new regulations

When new regulations are implemented it is important to maximize compliance from the beginning. DAPs can help achieve this by walking employees through the steps of compliant process execution as soon as regulations are enacted.

## 4. Streamlining and reducing the cost of onboarding

During hiring waves or after an M&A event, there can be a high burden on training and support staff. By incorporating DAPs into the onboarding process, training and support staff can focus on organizational processes, company vision, and similar high-value training while DAP enables self-service training for day-to-day software processes.

## 5. Standardization of software processes across the organization

Often the processes that are the most common throughout the organization tend to have a slight, but potentially consequential, variance to them. Some departments do it one way, while others do it another. It makes the artifacts of the process just different enough - like different teams formatting the date in different ways - to cause difficulty. DAPs provide an opportunity for standardization initiatives to provide every end user step-by-step guidance on the standardized method, increasing adoption of the best practice.



*By incorporating DAPs into the onboarding process, training and support staff can focus on organizational processes, company vision, and similar high-value training while DAP enables self-service training for day-to-day software processes.*



### Download

*Click here to download the DAP Needs Assessment Checklist*



# DAP Needs Assessment Checklist

There are often multiple signs in an organization that end users are struggling to achieve digital adoption. These indicators may arise over time as end users forget training, or they may not come to your attention until a certain process is used (e.g. quarterly reports). Here are some signs that digital adoption may be a source of strain for end users and that a DAP implementation may help.

**If any of these apply to your organization, poor digital adoption could be a key contributing factor that a DAP can improve:**

☐

Software implementation is not matching ROI projections

☐

Consistent employee attrition following organizational change initiatives

☐

Previously stable teams begin experiencing higher turnover as their technology stack grows

**If any of these apply to your organization, DAP can address the issue without further straining existing resources:**

☐

Outdated documentation of business processes

☐

Training and support staff report a lack of time and/or resources to address end user needs

☐

Experienced coworkers report spending a lot of time troubleshooting technology issues for colleagues

**If any of these apply to your organization, sub-par digital adoption is the likely cause and already costing you money:**

☐

High user error rates in a given application

☐

High non-compliance rate due to improper process execution

☐

High volume of IT tickets for an application

☐

Persistent material operational disruption (e.g. missed shipments, delays, pricing errors)

## Confirm DAP opportunities

Once you've collected an initial backlog of DAP opportunities, the DAP project team must review them. The objective is to identify a handful of high-value opportunities. At this stage, a full audit of the processes and potential ROI does not need to be done, but there should be some due diligence or consensus on what is a real opportunity. The DAP opportunity backlog should then be prioritized by the team. Priority should be given to opportunities that can deliver favorable conditions for success in the pilot program. This means ranking them based on characteristics such as:

- Value DAP will bring to the organization
- Scope of implementation
- Ease of implementation
- Support of software product owners and end user teams for DAP
- Support of leadership for the DAP implementation

## 2. Create a business case

At this point, the DAP program team is ready to run a pilot project or proof of concept on the top priority opportunities in the backlog. This will require having resources allocated to the DAP program and thus will likely require that a business case be proposed and approved by leadership. You should work with your leadership sponsor to identify the needs of a business case in your organization. However, a business case should explain:

- The goal of the initiative
- The current problem that is making that goal unattainable
- What needs to be changed to overcome the problem or what the solution is
- Why this is the best solution
- The time and resources needed to realize the solution

Use the worksheet below as you read through the rest of "How to make DAP work for your organization." It will help you collect the information you need to complete your business case.

### Download

*Click here to  
download the DAP  
Business Case  
Canvas*





# DAP Business Case Canvas

## Business objective

*What will the DAP program achieve for the business? Include improved revenue, avoided costs, higher compliance rates, etc.*

## Problem statement

*What are the core reasons (these can come from the Needs Assessment Checklist) that your organization will benefit from a DAP.*

## Program overview

### Program description

*Describe the scope and structure of the program. Include pilot program, SME community, and larger rollout.*

### Goals and objectives

*What are the goals of the program? This should be associated with solving the issues from the Needs Assessment Checklist.*

### Major project milestones

*This should include the pilot program, SME community, larger rollout, and continuous improvement.*

## Alternatives analysis

*DAP is designed specifically to address the software adoption issues facing enterprises, discuss alternatives to DAP such as wikis and in-person learning and why they will not meet your business objective listed above.*

# DAP Business Case Canvas (pg. 2)

## Impact analysis

### Project benefits

*How will the DAP program benefit the target areas? This could include faster time-to-proficiency, higher compliance rates, and/or higher productivity with lower costs.*

### Systems impacted

*What areas of the enterprise will be impacted by the DAP program? This will include the target software, the associated product owners, and the end user departments.*

### Cost savings

*What will be the cost savings from the DAP program? This will include the savings created by increasing productivity with lower training costs.*

### Cost of program

*Pilot*

*Wider implementation*

*Maintenance & improvement*

### Resources needed

*Pilot*

*Wider implementation*

*Maintenance & improvement*

### Duration

*Pilot*

*Wider implementation*

*Maintenance & improvement*

## Ongoing opportunities

*What are the ongoing opportunities for the DAP program? How can the DAP program be expanded to other software implementations or change initiatives that have the pain points listed in the DAP Need Assessment Checklist?*

### 3. Conduct a pilot project or proof of concept

To begin, the DAP project team should select 2-3 processes from the opportunities backlog to use for the pilot. These should be low-hanging fruit that offer a good combination of value delivered, low level of effort to achieve, and quick time to value to ensure that the pilot serves as proof for further expansion of the DAP program. Pilot projects usually run for 2-4 weeks.

#### **Audit pilot processes**

The DAP team should start by auditing the identified processes. This is necessary to get a complete picture of the current state of the processes and identify what steps should be documented in the DAP.

#### **Objective of the process**

What is the purpose of the process? What is its role within the larger system? How critical is the process? Are there governance requirements in the process?

#### **Steps in the process**

Identify all the steps involved in the process within the software. This should also codify the standardization of the process. If there are alternative pathways in the process, a single path should be determined as the standard.

#### **Determine process metrics and their current state**

What are the KPIs of the process? How do you know when the process is working and when it is not? This is often based on error rates or non-compliance, but there may be additional metrics involved, such as time-to-completion or participation rates. Once determined, use the analytics in the software and end user teams to determine the current state of the metrics.

#### **Identify end user proficiency objectives**

What does proficiency mean for this process? It may simply mean executing the process correctly with the guidance of the DAP (again, think quarterly reports). In these situations, end users may not even need to “learn” the process. It may be so infrequently executed by end users that simply following the guide is the proficiency objective. However in most cases, particularly in pilot projects, the objective is for end users to learn and internalize the process to be able to complete it successfully, repeatedly, and without the aid of a guide every time.

“Find opportunities that offer a good combination of value delivered, low level of effort to achieve, and quick time to value to ensure that the pilot serves as proof for further expansion of the DAP program.”

## Create pilot DAP walkthroughs

Now that the ins and outs of the pilot processes have been documented, the DAP team can begin creating the pilot DAP walkthroughs. This can be accomplished by anyone on the DAP team, but it is usually done by the SMEs in order for the pilot to reflect the greater program as much as possible.

Once the walkthroughs are drafted, the SMEs on the DAP team should review them to validate their accuracy and test them. First, the team should use the walkthroughs and compare them with the step-by-step process documented in the audit. While using the walkthroughs, the team should note any language or steps that create confusion. Any issues in the steps or content should be addressed by the team as a whole to finalize the DAP walkthroughs.

## Distribute walkthroughs to teams

Now that you've finalized the walkthroughs, you're ready to get them into the hands of end users and begin to realize the benefits of a DAP. This begins with developing a communication plan to inform end users of the pilot project, the DAP itself, and what's expected of them. You should communicate with end users several times before beginning the pilot, starting at least a month out from launch. This gives end users time to ask any questions and for their teams to prepare for the pilot project. In your pilot project communications be sure to include:

- **Pilot project timing:** When does it start and end?
- **Pilot project objectives:** What are the overarching objectives of the DAP program and the specific metrics of the pilot project?
- **Pilot scope:** What processes will be involved?
- **How to use the DAP:** This should include a brief tutorial.
- **End user responsibilities:** What is expected of end users? Who do they contact with questions or suggestions?

When communicating with end users, be sure to use multiple channels to ensure that you reach each end user. Consider using the following channels for communication:

- Emails
- Staff meetings
- Intranet
- Slack channel groups

With the plan communicated, on the day of the pilot launch, you can publish the walkthroughs for the end user groups within the DAP! Throughout the pilot project, you should continue to communicate

with your end user groups. Particularly at the beginning of the pilot, you want to make sure that as many end users use the DAP as possible. Monitor the usage statistics in the DAP and reach out to any end users who have not used any walkthroughs in the initial days. Additionally, you should message end users halfway through the pilot to gather any feedback, questions, or concerns.

### Assess the pilot project

After the 2-4 week pilot project period, it is time to assess. Using the same metrics you leveraged when you audited your processes, like error or non-compliance rates, ascertain the post-pilot status. The DAP project team also needs to capture the metrics from the DAP software itself. Lastly, it is important to survey the pilot end users to gauge DAP user satisfaction. The DAP team should be able to make a correlation between the end user uptake of the DAP and improved process execution and end user performance. If this isn't the case, the DAP team should conduct a pilot retrospective to understand what may have led to a different outcome. It may be that users did not log into the DAP properly, that walkthroughs were incomplete, or even that the identified processes did not, in fact, present the best opportunity for a DAP pilot. In this situation, once the DAP program team understands what happened, they should look to the next set of 2-3 processes to conduct a second pilot.



*The DAP team should be able to make a correlation between the end user uptake of the DAP and improved process execution and end user performance in the application.*



## 4. DAP implementation

Once the pilot program is successfully completed, the DAP team should move toward a wider DAP implementation. This will first require incorporating learning from the pilot project into a broader strategy for DAP at your organization.

### Align on target areas

How will the wider DAP implementation be different than the pilot? It could be that the wider DAP implementation will target high priority or critical processes, whereas the pilot targeted weighted, shorter processes. There may be additional applications involved. You may have found that end users had a question in the pilot. These insights and shifts can change the objectives and communication plan - even which processes are targeted - in the broader implementation.

However, at this point it is important that the team aligns on the general direction of the wider program so they can begin planning the implementation. This means determining the critical

processes in the organization that should be supported with DAP. As a starting point, the prioritization is often around the processes that provide the most business value and would garner leadership support for the DAP implementation.

### **Determine the DAP implementation team**

As the project team aligns on the direction of the wider DAP implementation, you can start taking steps forward. This begins with reviewing the DAP team itself. There may need to be new stakeholders involved in the DAP initiative at this point. The team needs to reflect the target area of implementation to be able to successfully inform and guide the launch. For example, if you're adding another application to the implementation, there may be other software product owners or SMEs that should join the team.

### **Select target processes**

Again, the DAP team should return to the opportunities backlog for prioritization, this time using the criteria of the wider implementation. This could yield a different prioritization of processes than the pilot, but should still fit within the original business case.

### **Audit processes and identify the future state**

The DAP team should again start by auditing the target processes. These audits will follow the same process and objective as the pilot audits. This includes identifying the objective and steps of the process, determining process metrics, and quantifying current workflow and performance issues. Based on the current performance, identify the improvement objectives for the selected applications and processes and the key results to use as a measurement of DAP implementation progress.

### **Generate buy-in from stakeholders**

This stage likely requires either updating the business case with new information or presenting the existing business case to new leadership or business unit stakeholders. For example, if the budget was only allocated for the pilot, then the successful results of the pilot along with the wider implementation business case will need to be presented to secure more funds. Regardless, at this time you need to get leadership and budgetary support for the wider implementation.

Stakeholders should be aware that as an initial step in the wider implementation, the DAP team will be setting up a continuous improvement process and SME community to support the

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*There may need to be new stakeholders involved in the wider initiative. The team needs to reflect the target area of implementation to be able to successfully inform and guide the launch.*

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program's long term success. The efficacy and longevity of the DAP program rely on securing resources for the SME community and DAP product owners early on.

## Program implementation

Working toward DAP go-live, the DAP team should go through similar implementation steps as with the pilot. This begins with recruiting any additional SMEs needed outside of the DAP team to create the walkthroughs. Then the walkthroughs are developed and validated by the SMEs. Meanwhile, a similar but larger-scale communication plan should give end users all the relevant information to ensure they are aware of the DAP launch and its benefits, as well as details on how to set up and use the DAP.

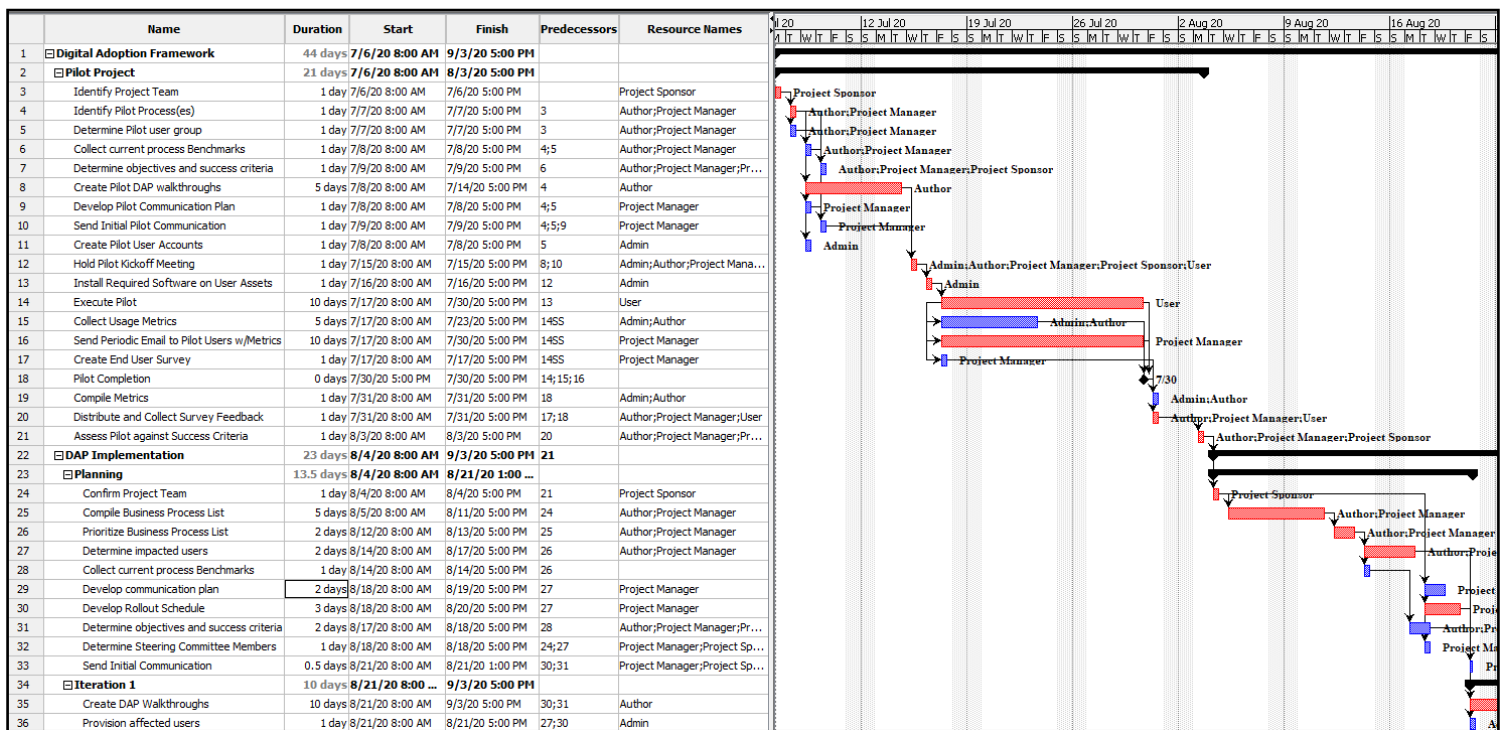
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Microsoft Project  
DAP Initiative  
Template



## Microsoft Project DAP Implementation Plan Template

Get started on your DAP implementation quickly with this complete project template





## 5. Cultivate an SME community

SMEs are the champions of the DAP and the source of the invaluable organizational knowledge that drives it. By cultivating a community, you are able to tap into a well of internal expertise, which is a unique and potentially abundant resource that can set organizations apart in the digital economy. To build your SME community and promote long-term engagement, there are a few initial steps to take and key practices to put in place:

### Allocate resources

Because the designation of “SME” is not a position, but more a responsibility that employees elect, the resources required for the SME community are different than other aspects of your DAP program. The primary resource you will need to allocate is SME time. This will require buy-in from their team leaders as it may impact their other job responsibilities. However, the success of your pilot program and the benefits that can be derived by SMEs and their team from their participation in the DAP program as community members is a compelling case for team leaders.

Allocating resources for incentives can also strengthen the SME community. A simple incentive strategy is to provide micro bonuses that are tied to individual members achieving SME community-related objectives. You can also provide incentives that reward SMEs while benefiting the community itself: organization-sponsored attendance at industry conferences, speaking engagements, or networking events provide SMEs with professional development opportunities while deepening the expertise and connections of the community.

### Make a plan for recruitment

To make your wider DAP implementation a success, you will need to recruit more SMEs. The places to look within the organization should first be informed by the processes targeted by your DAP implementation. This will guide you to the relevant departments and teams, and then you can expand your search with conversations with team leaders, HR, and business unit managers to identify top-performing employees. You can also look for those involved in the project teams that implemented the enterprise software the DAP will support.

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*By cultivating a community, you are able to tap into a well of internal expertise, which is a unique and potentially abundant resource that can set organizations apart.*

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Your recruitment plan should also include a wider communication plan that outlines the responsibilities and benefits of SME community membership, as well as soliciting peer reviews and direct applications. To operate smoothly and effectively support the DAP program, you will need at least two SMEs for every process - one to create the walkthrough, the other to test and validate.

## Determine how to manage the community

The shape of the SME community and the most effective methods for managing it will depend on your DAP program and your organization, but there are some basic responsibilities every community takes on:

- Ensure the quality of the process walkthroughs. This means creating, validating, and improving walkthroughs through SME testing groups and end user surveys or feedback within the DAP.
- Build and maintain a comprehensive catalog of process walkthroughs. This includes assigning SMEs to processes in the DAP opportunities backlog, tracking walkthrough publishing, and notifying the relevant SMEs when processes require updates.
- Regularly meet and share improvement insights. This entails establishing best practices for walkthrough creation as well as sharing practical tips. These insights can be shared not only within your organization's SME community, but also those of other organizations and DAP CoEs across your industry.

## Designate the SME community manager

In your DAP program, the SME community manager becomes a standing role. Their responsibility is to ensure the health of the SME community. This means encouraging all end users to become SMEs, creating quality walkthroughs, and maintaining their accuracy. SME community managers oversee the process of publishing, testing, and receiving feedback. After every cycle, the community manager should discuss performance with the DAP owner and adjust their process for improvement.

The second activity the SME community manager is responsible for is the ongoing recruitment of new SMEs. To do this, they may need to create communities of practice around different applications or processes, in addition to renewing initial recruitment strategies. The full value of the SME community is realized as it continues to grow, foster wider expertise, and diffuse knowledge throughout your organization.

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## 6. Continually measure and improve

Digital adoption is not static. So a DAP program is not a “set it and forget it” project. As soon as the initial DAP implementation is live, there’s the opportunity for improvement. Walkthroughs can be improved and updated. There are additional processes in the opportunity backlog that can benefit from DAP application. And soon enough there will be new feature releases that change steps in a process, new processes that end users need to become proficient in, and entirely new applications.

DAP programs aim to continuously enable the workforce to achieve operational excellence in this ever-changing digital landscape. They do this by fostering ongoing learning in and growing their SME communities, then capturing and sharing the evolving institutional knowledge throughout the organization using the platform.

### Create a long-term DAP team

To achieve these objectives, there needs to be a team dedicated to managing the DAP program. This may be different than the DAP project team that worked on the pilot and initial implementation. The department the long-term DAP team resides in - whether that is L&D, PMO, or a CoE - depends on the organization’s structure and culture. However, each team will need to assign two key roles: the SME community manager and the DAP owner. These roles reflect sets of responsibilities, not necessarily official positions, and each may not need to be full-time. For that reason, they may also be done by the same person.

### The DAP owner

The DAP owner manages the overall DAP program and is the contact person for the organization. They analyze DAP performance, look for ways to improve and expand the DAP program, and create reports for leadership on a regular basis.

A key responsibility of the DAP owner is reviewing the DAP analytics. This provides insight into how end users interacted with the platform by measuring the use of walkthroughs, how many steps were followed, how many skipped, the time it took to execute the process and the frequency of usage. This data can be leveraged to measure productivity and efficiency over time, across processes or user groups.

“DAP programs aim to continuously enable the workforce to achieve operational excellence in this ever-changing digital landscape.”

The DAP owner is also responsible for correlating this information with the target software's analytics. For example, in an SAP implementation, the DAP would be able to see the process execution and error counts before and after the DAP implementation. Lastly, the DAP owner looks to end user feedback from before and after the DAP implementation to gain insights into any opportunities for improvement. This includes reviewing eNPS or other employee experience or engagement metrics and gathering feedback from endusers on their DAP experience.

These steps provide the DAP owner with the information needed to assess the DAP program and update its objectives over time. This should also include any requests from change management for software and process changes that could benefit from DAP support. With this information, the DAP owner can create new objectives for the next period which may include goals such as:

- Expanding the DAP to a new process
- Improving end user feedback by improving walkthroughs
- Integrating changes to a process into existing walkthroughs

### **Bringing DAP into change management procedures**

To best ensure that the DAP program keeps walkthroughs as up to date as possible, DAP should be part of an organization's ongoing change management. Change management processes should consult with or inform the DAP owner when end users will be impacted by a software or process change.

## **Digital adoption success and opportunities for growth**

With the successful implementation of a DAP in your organization and the foundation laid for its ongoing operation and improvement, you can begin to anticipate its more qualitative - but nonetheless valuable - benefits.

### **Transformation Culture**

As your workforce is continuously enabled to adopt any new technology, organizational culture shifts from one that hinders or stalls digital transformation to an engaged and empowered culture that has been re-oriented to thrive in transformation.

“DAP owners analyze DAP performance, look for ways to improve and expand the DAP program, and create reports for leadership on a regular basis.”

## Community intelligence

As your SME community adds to its ranks and deepens its expertise, organizational learning is optimized and accelerated, and institutional knowledge is preserved and democratized. These circumstances combine to propel new knowledge creation, innovation, and elevate your organization above the competition.

## Organizational agility

In today's digital economy, effective and efficient digital adoption is the cornerstone of agility. A DAP puts your workforce in a posture of readiness for any uncertainty ahead, giving your organization a clear path to seize future opportunities.



# Ready to start?

A digital adoption-centric approach to enterprise software implementation and digital transformations can make the difference between success and failure. And you can get where you want to go with OnScreen, the leading digital adoption platform for SAP and web-based enterprise applications.

With this blueprint for how to make DAP work for you, you are already well on your way to achieving continuous workforce enablement through digital adoption. The next step is to simply reach out and schedule a demonstration.

**Contact OnScreen today to see first hand the benefits DAP can bring to your organization.**



# Why use OnScreen?

**OnScreen is the agile digital adoption platform for SAP and web-based enterprise applications that boosts process efficiency and employee productivity by empowering any user to become a super user.**

For decades the user experience of enterprise software has created countless barriers to adoption and efficiency. Compared to the consumer user experience, enterprise applications can be painfully obtuse.

But an ERP is more than just an app on a smartphone. It is the backbone on which a massive company operates. It is inherently difficult and that complexity cascades down to the user experience.

OnScreen set out to chart a better path. Our Founders, Directors, and Investors have extensive experience dealing with these problems and are passionate about building and providing a solution that alleviates these chronic pain points.

From SAP configuration to security and production support to product management and development, we've done it all and seen the worst problems that a massive enterprise platform can throw at you. The disconnect between IT and Executives and the frontline employees using the software is real. OnScreen was created to bridge that gap, enabling users to get the job done at the point of need within the context of the system and process.

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