

SUPPORT YOUR HYLAND SOLUTION WITH A PROVEN METHODOLOGY THAT SEES THE WHOLE PICTURE

How Hyland's change management service supports user adoption

Hyland's change management framework provides coaching, guidance, tools and templates to address and manage the adoption of your Hyland solutions by the people who will use them. While each solution is unique, the adoption aspects of change are generally consistent.

Within Hyland's proven and supported change management methodology are the leadership and implementation knowledge to analyze, plan and execute activities necessary to lead change and adoption of solutions.

Hyland's change management framework goes beyond just technology to address the following six pillars of change strategy:

- Leadership
- Stakeholders
- Communication
- Skills
- Alignment
- Metrics

Change management is not change control. Change control deals with changes in the project and functionality of the system/solution design for scope changes; change management, however, deals with people, and the adoption and support of the program/solution.

Hyland's experienced Global Services experts provide customized tools and techniques to help ensure end users are informed, engaged, involved and prepared for the changes coming. Whether it's an upgrade, system conversion, new solution or broad adoption across your content services program, Hyland brings a host of offerings to support your program.

YOUR CHALLENGES

- Enterprise-wide communication of goals and strategy
- Lack of unified leadership or employee awareness around the service
- Resistance and distrust of new technology or fear of replacement
- Full employee buy-in of process and solution changes
- Stakeholders need coaching to support adoption change
- Need to assess current people, processes and technological capabilities

YOUR RESULTS

- Better alignment between leadership and stakeholders
- More awareness and communication from the legacy processes to the future state
- Increased collaboration as employees are included in the strategy of what is changing and why
- More unified adoption and more positive experiences as users implement Hyland solutions

BENEFITS AND FEATURES

- Mitigates risk and develops formal change management activities
- Initiates compelling communications that engage employees, managers, leaders and external stakeholders
- Provides the proper tools and recommended training to help end users operate successfully in the new environment
- Supports awareness and knowledge transfer of Hyland solutions and programs in business transformation efforts
- Includes options to facilitate tailored training to meet the needs of your unique environment

The Hyland logo is positioned in the bottom left corner of the page. It consists of the word "Hyland" in a white, serif font, with a registered trademark symbol (®) to its upper right. The logo is set against a square background that has a vertical gradient from green at the top to blue at the bottom.

“You can implement the technical side of change through project management, but changes ultimately affect how individual employees do their work. Depending on the type of change, impacts on individuals and their behaviors also differ. And the most important, strategic changes often involve a high degree of individual change.”

Prosci, Global Leader in Change Management

	EDUCATE ME	LEAD ME	ENABLE ME	GUIDE ME		PARTNER WITH ME
SERVICE OFFERING	Self-service assessment	Workshop	Premium Subscription self-serve resources	Project-based engagement	Program-based engagement	Hyland Managed Service
PROJECTED TIMING	30 minutes >>	One day >>	Future release (TBD) >>	Based on scope >>	Based on scope >>	Based on scope >>
PROCESS	Questionnaire provided through Global Services website	Hyland consultant analyzes and designs change management recommendations and approach that most appropriately reflect culture and readiness of organization	Provided by Hyland as part of Premium Subscription	Hyland consultants develop and support a complete change plan that coincides with the project	Hyland consultant(s) build and coach for the change plan across a program	A full outsource: Hyland consultant(s) become part of the team for execution across the enterprise

HYLAND'S GLOBAL SERVICES TEAM

Hyland is known as a content services solutions provider, but it is so much more. Our team members, from our executives down, are committed to bringing a human touch to your digital transformation. The Global Services team members are:

- Highly trained, experienced and certified Prosci professionals
- Focused on providing guidance, coaching and support for changes related to content management programs
- Flexible in their ability to provide services remotely and on site, for as long as you need
- Committed to your success with Hyland solutions

Learn more at [Hyland.com/ChangeManagement](https://www.hyland.com/ChangeManagement)

