

# PRESIDIO ILLUMINATE: EXCITE ADOPTION SERVICES

Reducing the value gap most businesses experience between software acquisition and the actual business value realized.

## CUSTOMER CHALLENGES

At Presidio, we help our customers capture the economic value of digitally transforming their businesses. The EXCITE program accelerates business value realization by promoting interaction between the lines of business impacted by the technology choices and those tasked with the implementation process. This methodology constructs a bridge between the deployment of product and the utilization of solutions to drive productivity, increase sales, reduce cost, mitigate risk, ensure business continuity and other business drivers.

## OUR SOLUTIONS

The EXCITE program includes six actionable lifecycle phases to address the most often found challenges for a successful technology implementation:



## CUSTOMER SPECIFIC ADOPTION PLAN MODULES



## DISCOVER & UNDERSTAND

- Interview IT Executive Sponsor and identified stakeholders in the lines of business (IT, Cyber, Marketing, Customer Service, User Communities, etc)
- Understand existing processes and cultural considerations
- Evaluate and translate critical business drivers and use cases
- Identify quantifiable key performance Indicators
- Become aware of technical challenges to adoption
- Create and deliver a detailed findings document

*“Create and increase the perception that IT is a trusted adviser that can be consulted on technical decisions”*

*“By 2020, all new entrants and 80% of historical vendors will offer subscription-based business model.”*

– Gartner

## DEVELOP & ADOPT SERVICES

- Create an adoption plan that addresses communications, marketing, training, support and measurement
- Create and customize email templates, poster templates, flyer templates, quick reference guides and training materials
- Provide train the trainer activities

## LIFECYCLE EXECUTION

- Conduct quarterly reviews to measure continued progress of the KPI's
- Recommend plan modifications to improve adoption

## CONTACT

For more information, contact [presidioilluminate@presidio.com](mailto:presidioilluminate@presidio.com)

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