

# Infor Solutions Adoption & Education

Effective People-Focused Change Management and Training

## Key Benefits

- Engage Stakeholders and Clearly Set Expectations, Strategies, and Goals
- Build Understanding and Excitement with Interactive Communications
- Identify and Maintain Focus on Business Cases
- Decrease Costs with a Tiered Approach to Training and Support
- Accelerate Adoption with a Super User Program
- Make Real-Time Adjustments with Continual Measurements

## Experience In

- Workforce Management
- Infor Cloud HR
- Infor Supply Chain
- Infor Financials
- And more...

## The Challenge of Moving to the Cloud

Transformation and change are critical to grow, innovate, and remain competitive in business today. Introducing new technology is a common catalyst for this change in your workforce. Infor focuses on business applications for organizations delivered via cloud computing as a service. The move to cloud computing delivers consistency and facilitates transparency across global departments by unifying and applying best practices to previously customized or siloed processes. Moving to the cloud, however, can be confusing and create chaos for even the most experienced end users. The challenge is to maintain productivity and stay competitive during this transition.

## People-Focused Change Management

Abreon delivers a systematic approach to dealing with change, both from the perspective of an organization and on the individual level. Our change management solutions target one major area: the people side of change. On the technical side, organizations use project management to make sure that timelines are met as new processes, tools, and mechanisms are implemented. On the people side, Abreon works with you to ensure that these new processes, tools, and mechanisms are expected, understood, and adopted by end users.

Initially, we help to align leadership on a single vision of the future state: new technology that is both implemented and adopted into everyday roles to create greater opportunities for the business through speed, connectedness, and efficiency. We create strategic communications to share this vision to engage and inspire everyone impacted by the transformation towards those goals. Because organizational outcomes are the result of individual change—of attitudes, behaviors, and actions—effective people-focused change management makes a big difference in the success of your technology initiatives.

## Relevant & Timely Training

After you've invested in and implemented new technology, maximize your results by creating an education program for your end users. Training is the critical component needed to ensure you realize the full value of your investment and achieve benefits for your business. Abreon's qualified and experienced team of instructors and developers can deliver the right training on-site or virtually. Our strategists can help you develop a sustainable education program incorporating microlearning, in-application support, eLearning, portals, communities, and more.

## Abreon Capabilities

- Organizational Change Management (OCM)
- Strategy & Planning for User-Focused Transformation
- Communications to Drive Awareness & Set Expectations
- Instructor-Led and Virtual Training
- Custom Content Development
- Help Desk Support, Support Ticket Analysis & Mitigation
- Analysis & Metrics

Abreon helps your workforce develop all necessary skills with:

- Instructional design, development, and delivery
- On-site and virtual training, self-directed online learning
- Microlearning strategy and eLearning development
- Blended approach with existing and new learning content
- Super user program development
- Learning management system strategy and design

Abreon is here to support your organization's end users for sustainable technology adoption. We know that right-sized solutions are critical to Infor transformations and we work with clients to drive high-value, fiscally-responsible solutions.

*For more information, contact Abreon at [info@abreon.com](mailto:info@abreon.com).*

## About Abreon

With more than 30 years of change management and technology adoption experience, Abreon has helped more than 1,200 Fortune 5000 companies overcome human-behavior challenges that are unique to their specific sectors. Our vendor-agnostic approach and proven processes give you the best-in-class skills and tools to prepare your people for any change.