DELLTechnologies

Maximize adoption of workplace technology

Dell Adoption & Change Management Services

Realize the full potential of your IT investments

Despite significant investments in technology, many organizations face ongoing challenges with low adoption rates, resistance to change and technology rollouts that don't reach their full potential. Overcoming these challenges can lead to smoother operations, reduced support tickets, maximized investments and improved ROI. Additionally, when employees are equipped with the right guidance and support, they are more likely to feel empowered and satisfied, boosting productivity and morale.

Dell Adoption and Change Management Services address these issues with people-centric strategies that drive effective technology adoption, reduced resistance and measurable results. Leveraging evidence-based insights, we create tailored adoption strategies, ensuring employees are prepared to embrace and effectively use new tools.

Harness Dell expertise to achieve your goals

Our advanced adoption frameworks are designed with a people-first methodology to accelerate time-to-value while fostering employee alignment with your technology initiatives. By integrating trusted strategies with cutting-edge tools, Dell delivers adoption success, optimizing efficiency and enabling organizations to fully harness the potential of their technology investments.

Why adoption & change management matters:

✓ Achieve goals more consistently while reducing the risk of costly adoption setbacks

✓ Empower employees to confidently use new tools and technologies, driving higher utilization rates

✓ Minimize resistance to change through role-based strategies that highlight tangible benefits to daily workflows

✓ Foster continuous improvement with feedback loops informed by real user experiences

✓ **Improve end-user adoption and satisfaction**

✓ **Drive measurable change and business value**

✓ **Cultivate resilience to technology change initiatives**

✓ **Drive alignment of objectives across teams**

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Make your technology investments pay off with expert adoption strategies.

Potential use cases include:

- ✓ **IT Services:** Gain comprehensive support for IT rollouts, including workshops, customizable templates, training strategies and a resistance management framework.

- ✓ **Microsoft 365:** Drive the successful adoption of Microsoft productivity tools, including Microsoft Copilot, with tailored training, communication plans, Microsoft Teams tips and engagement strategies for champions and stakeholders.

- ✓ **Multicloud:** Streamline multicloud transitions with a tailored approach, including stakeholder analysis, workflow alignment, and adoption management plans for hybrid and cloud-first approaches.

- ✓ **Cloud & Virtual Desktops:** Ensure a smooth transition for your workforce when moving to virtual and cloud-hosted workspaces.

- ✓ **Generative AI:** Fuel GenAI adoption with customized plans for stakeholder engagement, skill training, organizational alignment and continuous improvement.

- ✓ **Cyber Solutions:** Equip employees with the tools, training and strategies needed to enhance cybersecurity readiness and foster a culture of threat awareness and compliance.
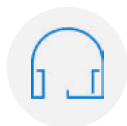
Dell Digital Employee Experience Services

Dell offers a full suite of Digital Employee Experience services designed to empower your workforce and drive exceptional business outcomes. Ask your Dell sales representative about:

- ✓ Digital Employee Experience Advisory & Subscription Services
- ✓ Employee Experience Measurement Services

- ✓ Employee Experience Platform Implementation Services
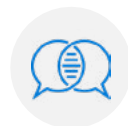- ✓ Employee Persona Services

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