

# Adoption Mass Index

## BE EXCELLENT.

Employee adoption of processes is the name of our game.



## What is Adoption Mass Index (AMI)

AMI is a straightforward measurement mechanism that calculates your process adoption level from your change initiatives. When combined with appropriate analysis and follow up actions, it drives improvement in process adoption and enables profitable growth.

Applying AMI as a management tool for change initiatives separates successful programs from those that fail. AMI's compelling benefit lies in its ability to answer this simple and straightforward question; **does it pay off?**

## The AMI score

The AMI score calculates the value gap i.e. the difference between the espoused way of using technology and processes and the way the workforce uses them. The AMI score provide you with the percentage of employees not complying with the espoused way of working and thereby enable you to take corrective actions to truly achieve the business benefits and ROI that justified the technology and improvement initiative.



## Benefit realization

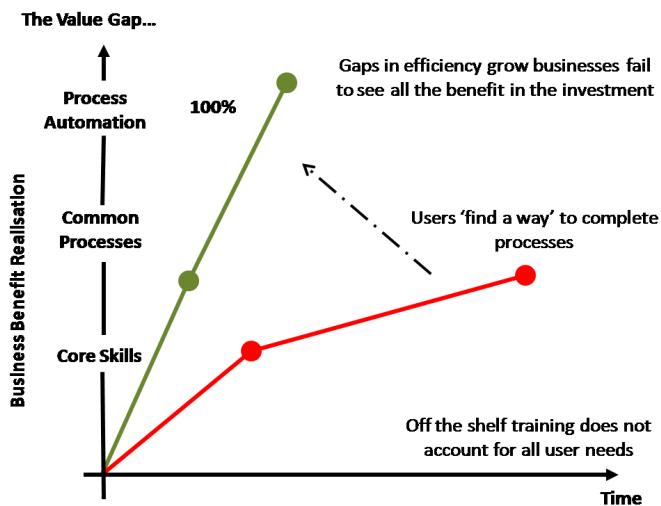
For all KPI's and objectives—ask this question: What percentage result from employees performing their job differently? Much of the value the change initiative brings to your organization depends on employee's adoption of new processes.

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# The value AMI Brings to Your Organization

In a knowledge based economy, your people are your greatest asset. In a technology dependent business environment, enterprise software keeps your world turning. For today's businesses the difference between market leader and second place comes down to employee performance. How will your organization bring together the efficiency of your enterprise software and the potential of your workforce to ensure that you are maximizing your investment?

AMI is a performance support solution for organizations seeking to capture knowledge and improve process efficiency and use. How do you know that your change initiatives give maximal organizational benefit realization? By marrying the technical installation with adoption progress, AMI ensures that organizations recognize employee motivation, commitment and understanding of the new processes. AMI identify opportunities to optimize the use of your processes to improve employee proficiency and create new value and profitability through best use of your enterprise technology.



## What can you expect?

Innovative measurement mechanism that maximizes workforce performance by reducing the gap between employee knowledge & commitment and business process complexity. The result organizations expect to benefit from using AMI? It is simple. The mission for AMI is to maximize workforce proficiency and drive business benefit realization from change initiatives.

Typical business challenges AMI help mitigate include: Time to proficiency & ROI, use of new functionality, understanding of new technology and business process change, and improvement of proficiency over time.

## The AMI advantage

- ✔ **Reach Operational Excellence**  
Attain and control position as best in class
- ✔ **Listen Attentively**  
Prioritize improvement opportunities
- ✔ **Act in Time**  
Identify and act on at-risk barriers for success
- ✔ **Track Value Realization**  
Discover best practices & status compared to plans
- ✔ **Business Benefit Realization**  
Drive employee adoption and ROI



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# EXCELLENCE MATTERS.

Improve profitability using superior employee adoption matrices.



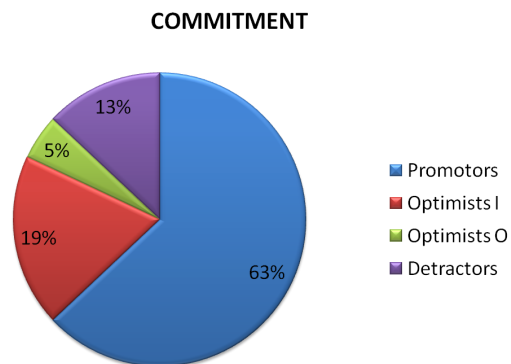
## One Solution, Many Benefits

AMI has been used for the last decade to understand, learn and measure process efficiency and use to enable organizations to quickly and cost effectively measure adoption of processes, and help facilitate actual use. Beside, the AMI score will at the same time measure the drivers for adoption i.e. commitment, ability to learn the process and the quality of the diffusion work.

## Metrics for Success!

The AMI measurement mechanism consist of 4 metrics which calculates the AMI score: **PROCESSMENT, COMMITMENT, LEARNING and IMPROVEMENT**

This AMI measurement mechanism is useful for organizations pursuing improvement and asking the “does it pay off?” question.



## Methodology and Deliverables

The time frame from inception to final delivery of the findings form the measurement depend of size and complexity. Phase **A1** takes 1 day, phase **A2** takes 2 weeks and finally, phase **A3** takes between 2—5 days depending of the complexity. In total it takes approximately 3 weeks to receive the AMI score together with a comprehensive report with data drill from organizational level down to team level.

Deliverable include company specific report for internal benchmarking and an organizational change management health-check.



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## Who we are?

**NEEMAN** provides highly specialized and straight forward measuring metrics for adoption progress and the quality from implementation initiatives for mid-sized to large companies across the globe. We help organizations implementing new technology and processes evaluate and take actions to assure full business benefit realization. We minimize change initiatives risks & costs, accelerate implementation progress and increase the success and value from your change initiative.

## The business challenge we help organizations with?

**NEEMAN** offer our clients innovative solutions mitigating workforce risks and reducing costs when implementing new technology and processes; from inception beyond implementation. Enterprise software implementations are less about technology and more about people and processes. Therefore, we offer a truly distinctive combination of skill, expertise, and original intellectual capital ensuring your company will:

- Achieve your change initiative goals and objectives
- Drive workforce adoption throughout the initiative
- Instill high use of new processes while realizing full business benefit

We provide two comprehensive and innovative measuring solutions, each solution has valuable deliverables which clearly contributes to a successful transition.

## How do we add value?

**The Value Gap:** This gap express the change initiatives success failure rate as the difference between the espoused practice with the acquired technology & processes, and the actual practice that emerge as a result of the change initiative. Organizations can err by adopting the right innovations but failing to implement them in a way that generate benefits. The successful implementation can be illusory, we help organizations understand the value gap and to decrease it through:

- Measuring the Adoption Mass Index
- Assess the change management efficiency
- Reduce knowledge barriers
- Increase commitment

**Implementation Success:** An innovative and superior way to more realistically measure change success is through implementation success, the extent to which change initiatives leads to actual changes in practice:

- Without implementation success, change initiative success is impossible
- Only when implementation succeeds can we see how change initiatives affects practice
- Implementation success is easy to assess and cost effective
- Focusing on implementation success is a pragmatic way to manage change initiatives toward success

**Result:** We drive ROI through employees speed of adoption, ultimate utilization and proficiency of the acquired technology & processes.



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