Wheelhouse Group

Technology Adoption

Your people ultimately decide if the introduction of new technology succeeds or fails

Said another way: successful technology deployments and IT modernization efforts are about more than systems, applications or tools. These transformations succeed when people understand the vision for change, are prepared for the impacts and are working together enthusiastically. Understanding how people will respond to the technology change and then equipping them with the knowledge and tools to adapt and succeed moves your organization from Reluctance to Results™.

Why It Matters
Communicating with stakeholders during a technology adoption change is essential. And yet...

⚠️ **72%** **of leaders** believe their organizations do not perform critical stakeholder analysis well. *(Wheelhouse Group)*

70% **of all change initiatives** fail because change agents overlook the role front-line managers play in the success of the initiative. *(Gallup)*

Imagine a partner that specializes in helping people adopt new technology. Our experts are steeped in organizational change management and stakeholder communications expertise and bring a customized Technology Adoption approach to the table. We ensure that our clients' technology deployments are not only successful, but well communicated and managed.

To do this, we draw on our technical expertise, our ability to ask the right questions and our understanding of each client's challenges. Then we use our proven tools and methodologies to build strategic deployment programs that achieve both the intended benefits of the technology investment as well as the organization's strategic goals.

Together with our clients, we create effective programs, deliver results, and set the foundation for our clients' continued success.

With our guidance, our clients see greater return on their technology investment through:

‣ Improved end-user adoption of critical technologies

‣ Increased enthusiasm and buy-in for the change

‣ Targeted and engaging employee touchpoints at all stages of the implementation

‣ Better customer experiences

‣ Acceleration and increased effectiveness of IT delivery and innovation

Want to know more? *We'd love to tell you.*

Recent Impact

The **Department of Justice's (DOJ) Executive Office of Immigration Review's (EOIR) Courts & Appeals System (ECAS)** initiative is modernizing the technology that drives our nation's immigration courts. Wheelhouse Group supports the communications and change management for this massive migration of a decades-old, paper-based case management system to an automated, digital solution. We provide both the strategy and tactics for a diverse group of audiences nationwide, developing targeted videos, highly visual educational materials, timely newsletters, and website updates in order to increase buy-in and eventual adoption.

By capturing and clearly articulating the Department's vision and improving stakeholder and end-user engagement, we're helping the courts successfully transform while we also implement leadership and cultural changes that are improving the overall culture of the division.

Within the **Internal Revenue Service (IRS)** IT organization the **User and Network Services (UNS)** group delivers new and enhanced technology tools and solutions to more than 85,000 IRS employees and contractors. Wheelhouse Group serves as an integral member of the technology adoption PMO and has produced the strategy and communications that prepare IRS users for new technology deployments such as Windows 7, Windows 10 and the Microsoft Office 365 ProPlus suite of applications. We develop targeted marketing, awareness, and end-user messaging that is uniquely crafted for segments of the employee population such as remote workers, assistive technology users and executives. The result? Improved communication flows, positive changes in technology adoption behavior, increased self-help, and a reduction in help desk calls.

Learn more about our impact.

How We Work

Wheelhouse Group clients say working with us is easy. We serve as an extension of your team, helping you manage and deliver on internal strategic priorities. We work efficiently and effectively, demonstrating a clear purpose and value. We ensure there is both near-term and long-term enthusiasm for the change initiatives on which we communicate. We work creatively to align people, actions, and results, driving both buy-in and adoption and building on decades of experience in successful change management initiatives.

We move organizations from reluctance to results™.

Who We Are

We're seasoned, senior-level consultants who are both strategists and doers. We help organizations and their people navigate, thrive and excel at change.

What We Do: Organizational Change Management, Stakeholder Engagement & Communications, Workforce Transformation, and Business Optimization

Where We Focus: Technology Adoption, DevOps Culture Building, Delivering CX, Cloud Adoption, Cybersecurity Mindset, and Artificial Intelligence Integration