

# FOUR KEY FACTORS THAT CAN SIGNIFICANTLY IMPACT THE SUCCESS OF YOUR NEXT CLOUD MIGRATION

## WHY EVERY ENTERPRISE SOFTWARE MIGRATION OR DEPLOYMENT NEEDS USER EXPERIENCE MANAGEMENT

During the planning stage of enterprise software deployments or migrations, most ROI calculations focus on the hard costs to gauge the business impact.



**SOFTWARE LICENSES**



**INFRASTRUCTURE**



**PROFESSIONAL SERVICES**

Few consider the actual users and how it is configured to effectively support business-critical operations.



**USERS**



**EMPLOYEE EXPERIENCE**



**PROCESSES & WORKFLOWS**

### Four key factors that impact the overall adoption and productivity of enterprise software projects.

1.



#### POOR ADOPTION = FAILED PROJECT

According to forrester research, **70 percent** of failed software projects are caused by poor user adoption.

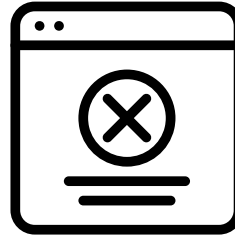
Unknowns such as user errors, errant processes, and workflow inefficiencies can impede users from performing critical business tasks.

*User experience management (UEM) software can help pinpoint issues so they can be fixed.*

2.

#### FULL UTILIZATION

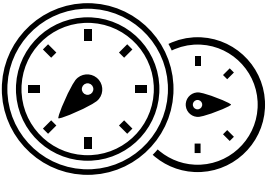
Accounting for the impact of user errors, poor technical configuration, and lack of training, **50 percent** of software functionality paid for and licensed is not adopted by end users.



Get the most from your enterprise IT investment.

*UEM can identify the technical issues impacting enterprise software adoption and utilization. It provides key analytics to determine which users, groups, departments, and locations actually need help, and pinpoints what needs to be fixed.*

3.



#### HELP THE HELP DESK

According to Gartner Group, it is **five times more costly** to support "under-trained" users.

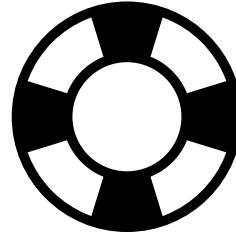
Rolling out enterprise software applications without training has a huge ripple effect, ranging from poor user adoption and productivity to increased support inquiries inundating the help desk.

*UEM software can help identify and resolve technical issues faster, reduce mean time to resolution, and improve the overall help desk experience.*

4.

#### ERRORS + TIME = MONEY

Up to **80 percent** of problems are related to human error and unidentified technical issues.



What if you could have full visibility into these potential issues – specifically user behavior, workflows, interaction, and most importantly, how these metrics impact productivity and profitability?

*UEM software untaps the data and analytics buried among the people, processes, and technology – providing visibility into the errors stalling productivity.*

## SOFTWARE ADOPTION DRIVES PRODUCTIVITY > PRODUCTIVITY DRIVES PROFITABILITY

UEM Software by Knoa provides the capability to leverage data-driven metrics to analyze, optimize and validate your enterprise IT investment.



### LET'S CONNECT

Learn how Knoa User Experience Management (UEM) can help you ensure the success of your enterprise software deployment, migration, or upgrade.

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Check out our [ROI Calculator](#) to learn the business impact of UEM on your organization. Call us to discuss your project and [schedule a demo](#) of our UEM software.