

# Solution Provider: Customer Adoption Service

The mission of Software and SaaS solution providers is to create real solutions that solve challenging, broad-scale problems. Often there is a gap in a customer's expertise in integrating a new solution or technology in a way that fully realizes all benefits.

AH Consulting partners with solution providers to create ideal customer adoption frameworks that work best for the intended service or product. AH Consulting can also help the customer with adoption implementation.

## Critical success factors

- 🔗 Customer value realization focus
- 🔗 Leadership alignment and engagement
- 🔗 Holistic, big picture perspective
- 🔗 Aligned change management plan
- 🔗 Aligned communication plan
- 🔗 Clearly defined success criteria that are met

## Designed to spotlight and catalyze

- Making it pleasant and engaging for all parties
- Clarified value expectations for all parties
- Correct stakeholder engagement and no disconnects
- Thorough impact analysis and planning
- Right people involved at the right time on the same page
- Simplified approaches with prioritized deployment
- Great communication and appropriate organization
- **HAPPY, SUCCESSFUL CUSTOMERS!**

