



JAGGAER Adopt

Guide users to higher levels of adoption, utilization and effectiveness



JAGGAER Adopt increases the ROI of your procurement transformation investment by accelerating the adoption and effective utilization of JAGGAER solutions by your users as quickly as possible. With Adopt, JAGGAER customers can increase their teams' effectiveness and efficiency with the training and guidance they need, when and where they need it most; while they are shopping, managing suppliers, negotiating contracts or processing invoices within JAGGAER ONE.

With easy-to-use visual building blocks, JAGGAER Adopt enables companies to design and deliver user onboarding, training, video tutorials and just-in-time guidance materials that provide in-context support for new and experienced users alike. Reinforce the knowledge and skills that you would like to see extended across your organization, based on your unique and specific processes for managing procurement operations.

Measure usage patterns and trends with 360° visibility into user interactions, feature utilization and compliance with company-

defined processes. JAGGAER Adopt focuses on driving adoption as an ongoing activity, with product usage analytics that show how individuals, teams and other groups are leveraging (or are not leveraging) the capabilities that let them work smarter and more efficiently.

Pair standard usage analytics with your own metrics for the key performance indicators you need to track policy compliance. Adopt helps you identify process bottlenecks, underleveraged capabilities and opportunities to deliver more thorough and effective training materials.

Your users can also provide input on additional opportunities for improvement. Survey users on the efficacy of the training and guidance materials. Solicit feedback on their experience with the processes and workflows you've built into your JAGGAER ONE solutions. And roll up these insights to develop continuous improvement programs to further increase adoption and efficiency.

With Adopt, you can target in-solution training and guidance materials to specific users, or cohorts of users, based on their utilization or usage metrics, to drive desired behaviors. As you refine your process workflows for more efficiency or to support new processes, highlight these changes directly to the users who need to stay informed, rather than blanketing all users with the same messages and notifications.

A successful technology initiative is measured in part by return on investment (ROI). But delivering continuous ROI is highly dependent on successful change management, driving high adoption and utilization. With JAGGAER Adopt, your organization can take user adoption and proper utilization of JAGGAER ONE solutions to new heights and achieve the best results for your organization.



Key Features:

- Broad toolset with visual building blocks to design in-solution training materials, guides, tutorials and tooltips
- Product Usage Analytics for a 360° view on user adoption and utilization of solution capabilities and features
- Organization-specific key metrics to understand usage patterns, process efficiency and policy compliance
- In-app surveys and polls to gather user feedback on usability, training efficacy and areas of improvement

Benefits:

- Improve adoption and reduce support needs with real-time training and help when and where your users need it
- Understand usage patterns and user compliance with company procurement policies
- Uncover additional training opportunities to improve utilization and efficiency
- Identify focal points for driving desired behaviors, change management and process redesign
- Highlight new capabilities, process workflows and other changes to the user experience

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