

Digital Adoption

Make the most of your technology investment

A Successful Investment

Organizations that make any investment in technology want to see business outcomes realized quickly and we want to help. Allstream uses the words "Digital Adoption" to describe what it means to get your employees on board and fully using new technology or corporate processes. We've distilled key learning theory and brain-based science into a powerful, yet easy to use solution to maximize your ROI.



Global Average
of wasted software
per company
\$259/desktop

Source: IE Software waste report

Fivel – A Leader in Digital Adoption

Allstream has partnered with Fivel – an industry leading organization that can help your organization better understand Digital Adoption through innovative programs based on their unique **Learning Recall System** and **Adoption Methodologies**. Learning Recall is the moment when information turns into knowledge. Our brains are designed to forget (known as memory decay); Fivel uses Memory Recall, Spaced Learning and other modern learning science techniques to improve the learner's retention of information at the time of need.

Make Learning Effective

Studies indicate that today's fast-paced business environment limits today's employees to approximately **21 minutes per week** for training. Finding ways to maximize this very limited time requires a new way of resolving the need to keep employees engaged and keen to learn. Micro-learning, knowledge retention activities, engagement incentives and mobile access are ways to dramatically impact an employee's ability to learn new technologies and then adopt the relevant new skills as their go-forward way of doing their jobs.

Our Solution

Knowledge Retention

Human brains de-prioritize and flush information that is deemed unimportant because it is not utilized within a reasonable timeframe from when it is first learned. Fivel's multi-step memory retention process overcomes that. Their innovative system strengthens long-term memory retention with structured and systemized delivery of practice exercises, a critical step often overlooked in user adoption.

Mobile Access

Tap & Learn technology delivers instant information. Fivel's GetIT mobile is a fast, convenient aid for accessing instructions across a wide range of technologies, from conferencing software, video equipment, collaboration applications, plus much more. Fivel knows people forget so GetIT serves up quick prompts where and when they need it.

Platform

Fivel's cloud-based **Learning Retention platform** is easy to understand, simple for employees to access, and quick to navigate. Log in anywhere, at any time. The scheduling component notifies and reminds users to participate. Organizations can even access and integrate parts of the Fivel platform and services in order to easily and cost-effectively augment their current **Learning Management System (LMS)**.

Micro-learning Content

Fivel's ever-expanding video library includes prevalent collaboration products from Cisco, Microsoft, Google and more. It's been designed by qualified psychologist and learning experts. Need custom content? The Fivel team creates videos to resolve your organization's unique business needs. Never worry about dated content, as Fivel delivers feature releases and content updates based on new software throughout the year so your employees are never behind the curve.

Engagement Analytics

Traditional learning solutions only track training events. Find out exactly who has adopted the new service your organization has implemented, and who needs additional support.

Fivel's reporting identifies who and when people have:

- **consumed the knowledge;**
- **retained the knowledge and;**
- **applied the knowledge.**

Participation Rewards

Fivel has incorporated a unique **reward function** that uses a proprietary algorithm to create user engagement and support change as an integral part of your organization's new culture. Users are recognized based on their eagerness to engage. If desired a prize-based system can be set up as an incentive for participation.

Change Management Services

For simple projects a **Customer Success Manager** is assigned to coordinate a successful user adoption rollout. For more complex projects, Allstream offers a **full range of Change Management services** to assess, modify and optimize your company's learning culture, positioning it for success today, tomorrow and far into the future.

The Allstream difference

Allstream Professional Services ensure that your organization can take advantage of all the latest advances in collaboration features and functionality, seamlessly and cost effectively. Our team of highly certified experts will work with your organization to efficiently and effectively integrate your Hosted Collaboration Solution across your organization.

We make it our business to take care of yours.

To discover how, contact us at **1-855-299-7050**.

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