



Is it a successful project, if no one uses the solution?

Business adoption is core to getting the full value out of any new application, but change management can be tricky - particularly for expansive or complex systems that impact how many people perform their jobs, or solutions that need to cross cultural boundaries. Even the most elegant, high-value solution can be considered a failure if the rollout is botched.

We're here to help.

With deep experience in Appian, BPM, Lean, and change management, Macedon's Business Process Architects ("BPA") are seasoned experts in accelerating high adoption. Business Process Architects begin their work before the development team is onboarded:

- Guiding discovery sessions to develop a recommended high value project pipeline, with accurate size estimates
- Defining, re-engineering, and harmonizing processes across business teams, departments, and functions (and time zones!)
- Performing rapid prototyping in Appian to align business stakeholder expectations



This effort not only culminates in a comprehensive approach for the project team when they begin, but aids in engaging your stakeholders across the organization with early, accurate information.

Throughout development, the BPA provides insights to the project team and assists the Product Owner, while continuing to work with business stakeholders to provide awareness of changes. At appropriate milestones, the BPA walks the business through short, guided sessions in the application itself and/or conducts User Acceptance Testing, incorporating Macedon's best practices to make sure the experience is both engaging and productive.

As part of the rollout process, the BPA leads a series of seminars and workshops to ensure everyone impacted by the new system will be comfortable with its capabilities.

After go-live, the BPA proactively gathers and tracks actual usage data of the new solution, conducts spot-interviews, and provides Macedon's signature surveys to assess disposition of the business stakeholders, and surface any new unanticipated pain points.

Our Business Process Architects help deliver high impact solutions while reducing the risk associated with change management and user adoption.

Interested in learning more?
Please contact us at
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