



Beyond the Upgrade

Taking your people on the journey — not just delivering a system.



The Reality of Digital Transformation

- Tech doesn't drive change
People do
- Adoption = ROI



Why MAS Upgrades Sometimes Miss the Mark

- Low adoption
- Poor communication
- Generic training
- Resistance to change
- No sustainment



Your People Are the Real System

“Tech only works when people feel confident using it.”



What Good Change Management Actually Looks Like

Engage • Train • Sustain



Why Role-Based Training Works So Well

“One-size-fits-all training doesn’t work in the real world.”



How People Actually Want to Learn Today

- ILT + virtual sessions
- eLearning
- Simulations
- Job aids
- Quick refreshers



Leadership Makes or Breaks Adoption

“People follow leaders, not systems.”



What Success Actually Looks Like

- Real adoption
- Confident users
- Clean data
- Fewer issues
- Better performance



Final Thoughts

- People first
- Tech second
- Engage early
- Train properly
- Sustain always



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OCM in Training Information follows

Statistics

Importance of Organizational Change Management (OCM)

OCM is linked to higher success rates in software adoption:

70% of digital transformations fail, often due to employee resistance and lack of change management.

Source: McKinsey

- Projects with a strong change management strategy are 6x more likely to meet objectives compared to those without.

Source: Prosci

Adoption rates can improve by 80% with a structured approach to change management and active employee engagement.

Source: Prosci



Impact of Training on Software Success

90% of employees say that proper training is essential for successfully adopting new technology.

Source: PwC

60% of employees report that a lack of training is a major reason they resist using new systems.

Source: Gallup

A study by **Harvard Business Review** found that organizations that include structured change management and training experience **5-7x higher ROI** on software and technology investments.

Employees who undergo relevant training are up to **75% more** likely to feel confident using the new software effectively.

Source: SAP

Organizations that invest in comprehensive software training programs see up to a **35% increase in productivity** due to fewer user errors and smoother transitions.

Source: Microsoft

Return on Investment

Companies with robust OCM practices see an 80% improvement in their ability to leverage the new technology effectively.

Source: Prosci

For every dollar invested in OCM, the average return is \$6.

Source: Prosci



Investing in **Organizational Change Management (OCM)** and **training** when introducing new software is not just a good practice—it is critical for success. From **higher adoption rates** and **improved productivity** to **greater ROI** and **reduced resistance**, both OCM and training play vital roles in ensuring the smooth implementation and sustained success of new software systems. Organizations that fail to adequately invest in these areas may face significant challenges, including **higher costs**, **lower employee morale**, and ultimately, **failed technology adoption**.

Organizations that invest in change management see a **33% improvement in project success rates**.

Source: PwC

With proper training and OCM practices in place, **employees become proficient in new software 50% faster**.

Source: McKinsey

Effective OCM can reduce the overall time needed to complete the software rollout by **20-30%**, leading to quicker time-to-value.

Source: Gallup

Electra Learning

Engage Train Sustain

Neglecting OCM & Training

Neglecting OCM and training can lead to higher costs:

Lack of proper training can lead to **40% higher operational costs** due to inefficiencies and increased user error.

Source: PwC

60% of software implementations fail to deliver the expected value because of poor change management and training practices.

Source: Gartner

Employees who feel supported during a software transition are 3.5x more likely to adopt new technologies.

Source: Gartner



About Electra Learning

Change
Management &
Training for IBM
Maximo



eLearning
Development
for IBM
Maximo and
other software
products



Change
Management &
Training for other
software including
M365



Maximo Specialization



Electra has >17 years of experience in helping organizations manage IBM Maximo® systems

Successfully delivered over 90 Maximo projects

People-first approach to all activities we do

Our processes, learning programs and support materials help staff obtain and retain the relevant skills and knowledge

Follow-up and support to keep staff engaged, increase adoption and maximize ROI



Electra Learning



Established in Scotland in 1997. In North America since 2013.



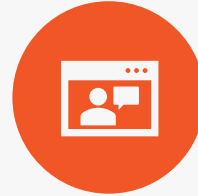
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