



## Real estate leader using digital adoption based on our human change methodology

### Client:

Global real estate leaders had moved to using Proactis ERP to handle invoices and purchase orders. The organization recognized that a modern tool was deserving of an innovative WalkMe solution set, to overcome their barriers to adoption.

### Our role:

Primary pain points identified were: unclear/non-indicative solution errors, difficulty remembering several Purchase Order processes due to infrequency, long and complicated Code Invoice process and data entry errors .

The simplest approach would be to create a standard set of directive walk-thrus, for both the Purchase Order and Code Invoice processes, for all users, supplemented by contextual Smart Tips where common errors occurred. But followed by our [five key human change adoption principles](#) we implemented a more elaborate solution:

- We categorized their users into three different groups, providing each their own relevant solution paths, to increase platform uptake across the board.
- Additional sophistications implemented include, reducing clicks, strategic tooltips to remind users of best practices and goal-success tracking enablement.
- We applied a video sharing process where we could efficiently provide updates to enable communicating change requests to the solution. In this way, we ensured all relevant stakeholders were involved with everyone, without the feeling that the project's time commitments were overbearing.

### Results:

The implementation achieved remarkable results with 80% of users interacting with the WalkMe tool, within the first three months post go-live. On average each interacting user, experienced WalkMe content 95 times. Meaning they were choosing to use the tool repeatedly to simplify their regular activities.

*"It was a pleasure working with the PwC CoE team. They truly know the WalkMe product well and they are responsive and responsible. They facilitated a collaborative environment with our stakeholders which ultimately led to a successful deployment... that went beyond our initial expectations."*