

TECHNOLOGY ADOPTION CHALLENGES

Resistance to change
Disconnected leadership
Continuous updates
Outdated processes

DIGITAL (TECHNOLOGY) ADOPTION AS A DRIVER OF DIGITAL TRANSFORMATION

Streamlined workflows
Reduced costs
Automated processes
Improved reserve
Increased satisfaction

JOURNEY THROUGH DEVELOPING A TECHNOLOGY ADOPTION STRATEGY

Define goals
Communicate
Measure progress
Identify problems
Adjust for optimization
Repeat

APPLY LESSONS LEARNED TO DEVELOP OR REFINE YOUR OWN TECHNOLOGY ADOPTION STRATEGY

Mindset change
Buy-in and commitment
Identify a champion
Just-in time training
Microlearning
Customization
Knowledge application

THE "3 P'S" OF TRAINING

Proficiency
Productivity
Performance

INTERESTED IN LEARNING MORE? CONTACT US!

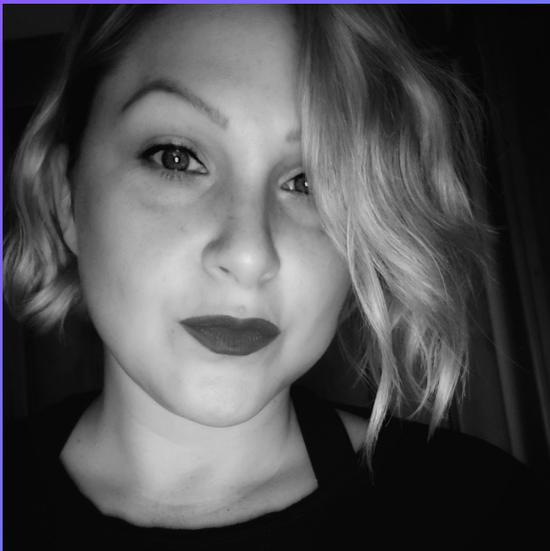
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TECHNOLOGY
ADOPTION: TWO
DISTINCT
STRATEGIES FOR
SUCCESS -
CES479730

TARA VERDIA | CUSTOMER SUCCESS MANAGER, EAGLE POINT SOFTWARE

Tara Verdia has worked as a Customer Success Manager in the SaaS industry for more than six years. She is dedicated to building authentic relationships with her customers, learning their challenges, and developing proactive strategies to achieve goals and defined outcomes. She practices listening to understand (as opposed to listening to respond), and believes success is achieved by understanding both organizational culture and practicing effective communication. Tara encourages organizations to create a culture of appreciation by focusing on personal empowerment and a paradigm shift toward the importance of ongoing training. She is passionate about helping others, believing the ability to be agile and innovative are two qualities essential for growth, especially in the technology space entrenched in rapid and continuous change.



ANDY SCHRADER | SENIOR ASSOCIATE/NATIONAL BIM DIRECTOR, WSP USA BUILDING SYSTEMS

Andy Schrader has 18 years of experience as a BIM/REVIT manager. As technology evolves, projects are requiring a high level of building information modelling (BIM) to assure their successful completion. Andy is extremely qualified in creating and delivering mechanical, electrical, and plumbing building models by providing the latest technology in BIM management services and collaborating using Autodesk products. Andy utilizes BIM products, such as Navisworks, AutoCAD, Revit, and Dynamo for the creation of tightly integrated and coordinated complex building systems. He has distinctive MEP knowledge coupled with software development skills to create tools for WSP engineers to provide complex building models and documentation. Andy provides the vital link that brings the entire project team together in a single comprehensive, coordinated, BIM model.

GREG GRANA | CORE TECHNOLOGIES SERVICES & SUPPORT MANAGER, HNTB CORPORATION

Greg Grana has been with HNTB for over 25 years in multiple IT support and managerial roles. Based in the NY metro area I started my career at HNTB as a field support representative, divisional field support manager as well as the field support manager firmwide. In my current role as the Core Technologies Services and Support manager for HNTB, I manage our cad support group as well as our enterprise software portfolio from a licensing and technical support perspective. Provide technical expertise as well as supporting the daily activities of our team. Our group is responsible for supporting and training our cad platform users as well as support documentation for hardware, software requirements and non-cad applications. Administer core technology software lifecycle management functions in collaboration with our engineering community, technical subject matter experts and software vendors. Develop and implement application standards and workflow processes in coordination with our project delivery group. This includes technical, training and productivity articles and documentation.

