

01.

THE OPPORTUNITY

deploy portable devices across the department to improve interconnectedness between people, place and technology

Puzzle Partners (Puzzle) worked with this Commonwealth Government Department to provide communication, engagement and data analysis to support their deployment of portable devices. Their aims were to:

- Be guided by a user centred approach
- Boost engagement in the change efforts to drive adoption of the new technology
- Understand the effectiveness of their deployment as a possible model for future rollouts

02. OUR APPROACH

experimenting with best practice engagement and data tools

Working collaboratively, Puzzle Partners delivered not only the client's immediate goal - to deploy their portable technology - but also to build their capability and set them up for success for future implementations. We:

- Provided advice on connecting people, place and technology considerations to achieve high adoption and a positive user experience
- Developed and implemented a communications and engagement plan, providing staff with the right information at the right time to 'nudge' behaviours
- Completed baseline surveys and workplace observations, providing a solid evidence base for post-implementation recommendations
- Employed design thinking to encourage creative solutions to connectivity challenges - experimenting, piloting, building on what worked
- Conducted a post-implementation review which fed into the recommendations for the national implementation

03.

THE RESULTS

delighted stakeholders and a new model for future implementations

Key outcomes included:

- Great results – 82% of people were satisfied with the rollout, 77% were satisfied with ongoing technical support, and 92% said the training and support resources equaled or exceeded their expectations
- Project met the immediate needs for the technology rollout, and informed further strategic work on the department's property portfolio – provided them with a solid base for how their people use the space
- The pilot uncovered and provided opportunity for the project team to troubleshoot technical issues, such as share drive accessibility, network and printer connection and loss of VDIs
- Feedback confirmed that face-to-face learning was the most effective training style for the department; an insight that informed future projects
- Confirmed the effectiveness of building projects around delivering the best user experience



This was just one of our 1200+ workplace adventures. We'd love to help you with your next adventure!

contact us

PUZZLE

info@puzzlepartners.com.au

Tel: 1300 478 995