



Successfully Implementing Desk-Sharing Software

6 Strategies for Maximum Adoption

deskbird

Introduction

In an increasingly digital world, companies are working with an ever-growing number of software solutions and tools. According to a study by Templafy, 45% of employees in German **companies use at least six to ten different applications** per week.¹

Introducing new tools, such as desk-sharing software, is often necessary, especially for hybrid working, because new technological solutions are also needed for new ways of working. For example, according to Owl Labs' State of Hybrid Work Report 2024, 29% of employees say their company has introduced or increased the use of employee productivity or activity software in the past year.²

However, introducing new software presents companies with challenges. One of these is guaranteeing **long-term tool adoption** and using the latest solutions. Studies show that 70% of all software implementations fail due to poor user adoption.³

This means that the hoped-for productivity gains are not realized, and companies are left with the investment costs associated with the software implementation. Therefore, promoting acceptance and use of new tools is crucial to creating positive change and ensuring the investment pays off.

As active co-designers of the digital workplace and the employee experience, HR and workplace managers are essential in introducing desk-sharing software. Through **change management, active employee engagement, and ongoing support**, they can strengthen the use of the new tool and significantly contribute to improving software adoption within the company.

This white paper provides **workplace and HR managers** with helpful **strategies and best practices for successfully introducing** desk-sharing software. These are tried and tested solutions and experiences that we at deskbird have developed over the years while working with more than 1,200 customers.

¹ [Companies fail with software projects - IT-Matchmaker News \(German source\)](#)

² [State of Hybrid Work: Germany](#)

³ [Key Statistics on Digital Adoption and How to Make Yours a Success - ERP Software Blog](#)

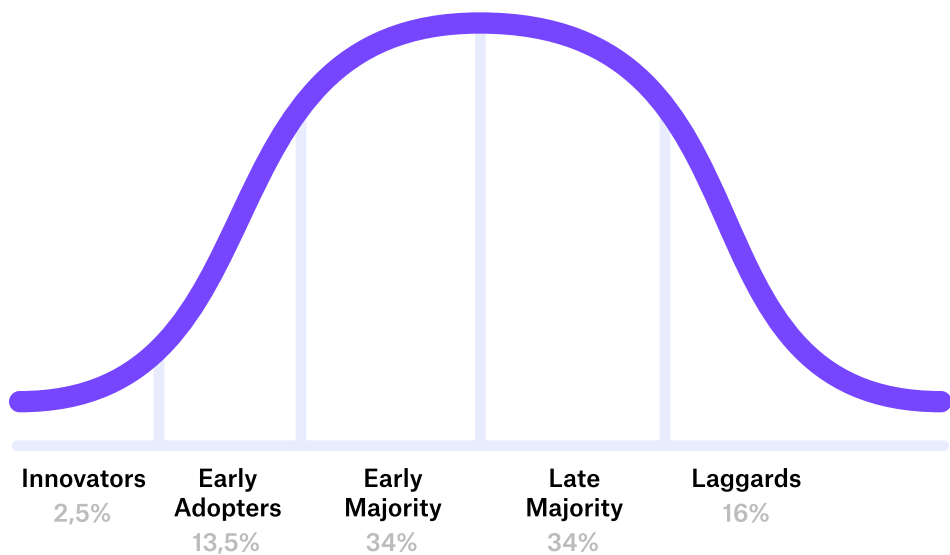
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Employee adoption as a critical factor in successful software implementation

Companies often encounter difficulty introducing software because a small group makes the tool selection and final purchase decisions, while **most employees** who ultimately have to use the tool are **not involved in the decision-making process**.

Various scientific models exist for mapping user acceptance when introducing new software, including Rogers' Adopters Curve. The model is part of the Diffusion of Innovations theory and combines psychological and sociological aspects to illustrate the acceptance of new technology using a five-stage curve.⁴



Source: Rogers, Everett M. Diffusion of Innovations. 5th ed. New York: Free Press, 2003.

The curve shows that only a few people initially adopted the innovation, but the number of adopters increased until the majority finally adopted it. The five levels of the curve represent different user categories: **Innovators, early adopters, early majority, late majority, and latecomers**. The percentage distribution of user groups specified in the model helps companies set realistic expectations for the adoption rates of new technologies.

Before users decide to adopt an innovation, they go through an individual five-stage **decision process**, which comprises the following phases:

- **Knowledge:** Understanding the functions
- **Conviction:** Development of a positive or negative attitude toward innovation
- **Decision:** Decision on the acceptance of the innovation

⁴ Rogers, Everett M. Diffusion of Innovations. 5th ed. New York: Free Press, 2003.

- **Introduction:** First use of the innovation
- **Confirmation:** Confirmation of the decision through external information

The various phases allow HR and workplace managers to influence employees' decision-making process and promote the acceptance of new tools. **Good employee acceptance** when introducing new software solutions is important for several reasons:

- **Return on investment:** Successful software implementation is the prerequisite for long-term success and a stable ROI. For example, 41% of decision-makers in the DACH region believe that poor user acceptance negatively impacts digital ROI.⁵
- **Efficiency and productivity:** 88% of decision-makers and employees believe introducing digital technologies is crucial for productivity and employee experience.⁶
- **Employee Experience:** Poor software implementation leads to a lack of user adoption, which negatively impacts the employee experience.⁷
- **Employee satisfaction and commitment:** 88% of employees say they often experience frustration with software at work.⁸ Successful software adoption is critical to preventing frustration, which can negatively impact job satisfaction and employee engagement.
- **Competitiveness:** Companies that promote software adoption among their employees gain a decisive competitive advantage. According to surveys by Deloitte, companies with a high level of **digital maturity** achieve higher net profit margins than the industry average in 43% of cases.⁹

deskbird tip:

If you have not yet measured user acceptance of your tools, that's not a problem. Many tools and applications also provide **historical data**. For example, you can use the usage history to access log data and analyze key figures such as registrations, active users, and features used. You can find more about user acceptance in the chapter "Measuring User Acceptance as a Key Success Factor."

⁵ [The state of digital adoption in DACH 2022-2023 - WalkMe™ - Digital Adoption Platform \(German source\)](#)

⁶ [20220428_DigitalAdoptionSurvey_UK_Report.pdf](#)

⁷ [Why Poor Digital Adoption Hurts the Employee Experience](#)

⁸ [20220428_DigitalAdoptionSurvey_UK_Report.pdf](#)

⁹ [DI_Digital-transformation.pdf](#)

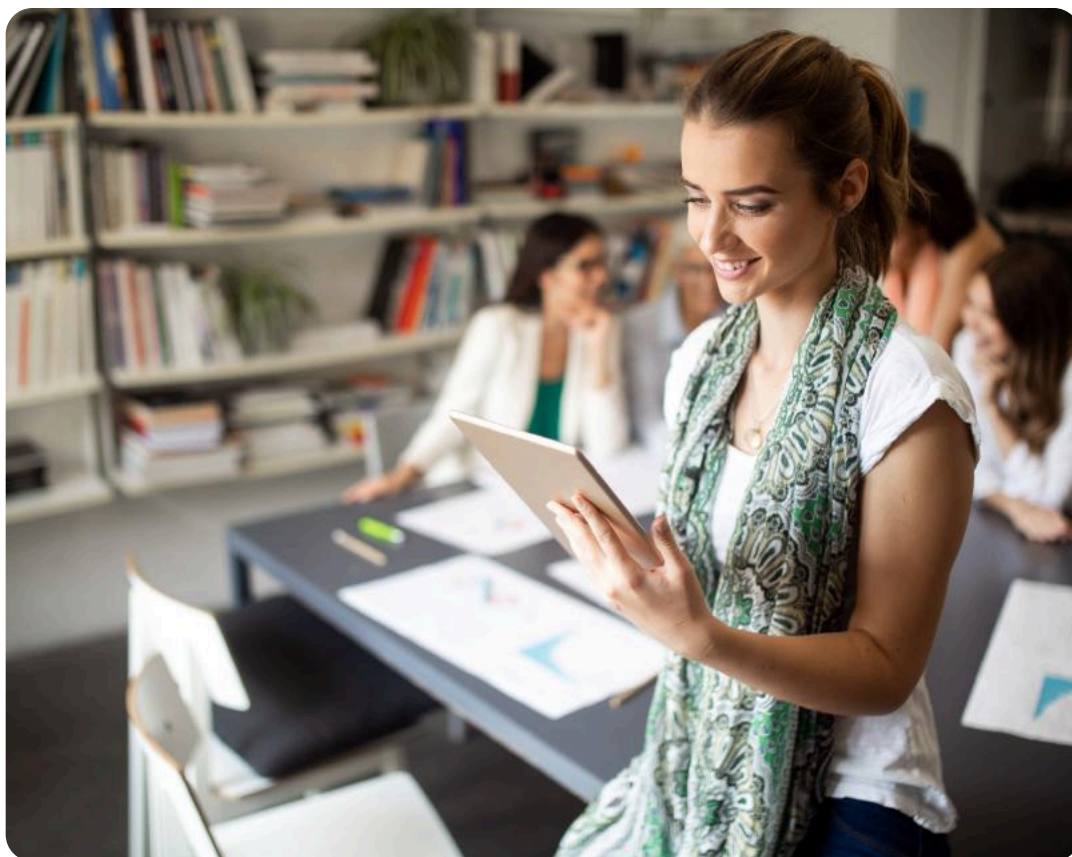
The role of HR and workplace management in tool implementation

HR and workplace managers play a crucial role in software implementation as a link **between management and employees**. Their job is to overcome the cultural and organizational challenges that could affect employee acceptance.

As the **driving force behind organizational change**, HR managers should focus on the project's employee orientation when introducing the tool and promote the development of digital skills and an innovation-friendly corporate culture. At the same time, they plan and manage initiatives to communicate the need for the new tool in a targeted manner.

Meanwhile, workplace managers take responsibility for the **technical and organizational integration** of the new tool to create a productive digital workplace. This includes, for example, setting up a functioning support system that offers employees quick help when problems arise.

It is essential that both areas work together and **use synergies** to jointly develop a successful concept for the tool rollout that takes into account technical, organizational, and cultural factors and focuses on the employee experience.



3

Strategies and ideas for increasing the adoption of new tools in the company

How can HR and workplace managers strengthen user acceptance and ensure the software investment goals are achieved? Based on our experience with more than 1,200 customers, we have put together **six key strategies with suitable implementation ideas.**

deskbird tip:

A tailored approach is crucial for a successful software implementation and high user acceptance. This includes training options adapted to different employees' digital skill levels, the application's multilingual availability, and the available documentation.

3.1

Strategy 1: involving employees early and in the long term

Employees involved in the software implementation process at an early stage are more willing to use the new software. To achieve this, HR and workplace managers can take various approaches.

- **Needs analysis:** A needs assessment ensures that the tool meets the employees' requirements and has the right features to facilitate their work effectively. By surveying employees, companies can identify challenges the new software can solve.
- **Pilot groups:** Pilot projects should be carried out first instead of introducing the tool directly into the company. Before the broad introduction, the tool should be tested by a small group of employees. This allows employees to gain initial experience with the tool, identify and fix problems, and make adjustments that promote adoption by the broad mass of employees.
- **Tool ambassadors:** "Tool ambassadors" or "Tool champions" are technology-savvy employees who test the tool and, after a positive experience, promote it within the company. As early adopters, they take on a pioneering role to positively influence others. When selecting tool champions, it is essential to ensure that the employees chosen cover all areas and functions of the company and have good communication and networking skills.

- **Feedback workshops with managers:** Management must provide active support right from the start. Feedback workshops or roundtables with managers are suitable, where they can contribute their assessments and suggestions for improving the new software.

3.2 Strategy 2: targeted communication for tool introduction

The software launch should be accompanied by a comprehensive **communication campaign** that sets clear goals for using the new tool. The communication should focus on the latest software's advantages and benefits and its contribution to the company's ability to prepare for the future and long-term competitiveness. Let's look at the elements such a communication campaign might include.

- **First announcement:** The new tool should be introduced in a personal setting rather than through email or other digital channels. Company-wide tools are best announced during a staff meeting, while team leaders can introduce software solutions relevant to specific areas or departments during departmental meetings.



- **E-mail communication:** An initial campaign should be followed by an e-mail announcement. Personalized e-mails or direct messages to employees can explain the software's features and benefits in more detail and address issues such as data protection that may raise employee concerns.

- **Teaser campaign:** Short teaser videos help to whet employees' appetites for the new software. These short video formats can reveal interesting facts about the software or practical features. In addition to video content, posters can be displayed in the office to announce the software introduction with creative slogans and visuals.
- **Countdown to the launch:** Another way to get employees excited about the new tool is to set up a countdown that shows the time remaining until the software's official launch. The countdown can be displayed on digital displays or screens in the office or integrated into the company intranet.
- **Video testimonials:** Testimonial videos can feature selected tool champions, involved managers, and users who tested the tool during the pilot project. These videos help promote the software's advantages and share experiences that motivate other users to use it.

3.3

Strategy 3: coordinated onboarding and customized training

To successfully implement a new tool, HR and workplace managers must ensure that employees are guided and supported from the start. This requires coordinated onboarding and a wide range of training opportunities that meet users' individual needs. Here are a few ideas to get you started.

- **Kickoff event:** A kickoff event is the ideal way to officially launch new software and ensure all employees know about the launch. The introductory event should be interactive and include a presentation of the software combined with a live demo. Particularly in hybrid companies, both physical and virtual participation should be possible.
- **Onboarding workshops:** Besides the kick-off event, special onboarding workshops should be held to allow employees to familiarize themselves with the new software under supervision. Here, too, hybrid teams should have both virtual and on-site workshops.
- **E-mail address for questions:** Providing employees with ways to ask questions about the new tool is essential, especially during the introductory phase. A dedicated e-mail address is helpful for this.
- **Integrated chatbot:** Another option that makes it easier for employees to get started using software is to set up a chatbot integrated directly into the tool or software solution.
- **Microlearning:** When the new software offers numerous functions, gradually introducing employees to individual features can be beneficial. Short, easy-to-understand videos or tutorials work well for this approach.

- **Interactive learning opportunities:** Interactive tutorials or playful tool introductions directly in the software are an excellent way to make learning how to use the new software fun and engaging for employees.
- **Comprehensive guide:** A detailed guide that describes the new tool's essential aspects and the reasons behind the software's introduction should be available to all employees and serve as a central information document.

deskbird tip:

People learn in very different ways. To ensure that a suitable training offer is available for the different types of software users, companies should provide as broad a repertoire as possible of the **onboarding and training options** presented above. All learning materials and recordings of workshops and onboarding events can be collected in a central hub.

3.4 Strategy 4: addressing possible concerns of employees

Employees may still have **doubts, questions, or fears** about the new tool despite a comprehensive communication campaign. HR and workplace managers should implement targeted strategies to counter this emotional resistance.

- **Q&A sessions:** Q&A sessions are an excellent opportunity to openly and directly address questions and concerns about the new tool. These sessions should be designed to make employees feel more comfortable expressing their concerns.
- **Support community:** An internal forum or company support community is also a good way to encourage employees to ask questions or express concerns. A positive side effect of a tool community is that it strengthens the sense of community and belonging in the workplace.
- **Various support options:** Setting up a dedicated email address for tool-related questions or a peer-to-peer community are not the only ways to set up support for new software. Other options include a help desk or a FAQ platform that can supplement the internal guide to software implementation.
- **Role model function of managers:** When employees see that managers and supervisors are actively using the tool, they are motivated to follow their example. In addition, managers can participate as mentors in training events and onboarding sessions.

- **Positive error culture:** A positive error culture that allows experimentation with the new software and enables employees to learn from their mistakes is an essential enabler for a successful software implementation.

3.5 Strategy 5: ensuring continued use

A successful introduction and onboarding phase is just the first step. The challenge for workplace and HR managers is ensuring continuous tool use after the initial phase. The following approaches can help.

- **Visual reminders:** Posters on the office walls and QR codes at the desks are good visual reminders for employees to use the new software actively in their daily work.



- **"Tip of the day":** Even short daily e-mails or intranet messages with practical software tips can help motivate employees to continue using the new tool.
- **Success stories:** Sharing the success stories of departments or teams that have seen a noticeable improvement with the new software can inspire other team members to achieve similar successes.
- **Feature updates:** Regular updates on new exciting features ensure that the new tool remains relevant and interesting and is not forgotten after its introduction.

- **On-demand training modules:** Training is essential not only in the initial phase but also in future use. On-demand training modules can be provided gradually to highlight best practices and practical hacks that emerge over time as the tool is used.
- **Best practice newsletter:** Good practices that develop over time can also be published in a monthly newsletter to guide your team in using the tool efficiently with daily tasks.
- **Integration in performance management:** The new tool's inclusion in the company's performance management system is an added incentive for employees.
- **Options for individualization:** Offering employees the option to customize the tool to their individual needs helps ensure that they can use it according to their preferences and workflows and positively impacts software adoption.
- **Feedback:** Encouraging employees to provide feedback on the new software and its features at regular intervals and to make suggestions for improvement also helps to promote long-term use. Possible feedback channels are employee surveys and setting up a feedback box.

3.6

Strategy 6: making the use of the new tool fun

Gamification is key in promoting the continuous use and acceptance of new tools. By making the new tool more interesting and appealing, the aim is to motivate employees to increase their engagement and achieve a behavior change. Here are a few ideas.



- **Rewards:** An effective way to encourage the desired behavior is to reward the first employees who actively engage with the software and use it regularly with points, badges, or small prizes.
- **Mystery features:** In a “mystery features” challenge, employees can go on a quest to find new features and win small prizes if they discover and use them before their colleagues.
- **Points system:** Implementing a system in which employees can collect points for using the tool and then exchange them for small prizes or benefits creates an additional incentive to use the tool.
- **Leaderboards:** Rankings show the active users of the new software and recognize them for their continuous use of the tool. This can be done either through virtual badges or small physical gifts.
- **Certificates:** Certificates or awards can be given for participation in training or notable achievements in using the tool.

4

Success factors for greater employee acceptance when introducing software

HR and workplace managers should consider several key factors when implementing software to increase employee adoption of new tools. Pursuing an employee-oriented approach that involves employees in the process, focuses on their needs, and does not simply add the latest software to the company's IT landscape is essential.

Let's look at the critical success factors regarding this overarching objective.

Success factor	Importance	Practical example	Statistics
User-friendliness	User-friendly software that is intuitive and easy to use promotes user acceptance.	Our deskbird app allows employees to book desks and other resources with just two clicks. This simplicity means that the app is adopted more quickly by employees.	A survey by GetApp shows that 60% of employees consider user-friendliness the most crucial feature of workplace technology. In addition, 53% say poor user

Success factor	Importance	Practical example	Statistics
			interfaces are the most significant software challenge. ¹⁰
Integration	Seamless integration of new software into existing systems and processes is crucial to ensuring that employees can continue to work as they are accustomed to and do not constantly switch between applications.	deskbird's <u>MS Teams</u> and <u>Slack</u> integration allows employees to make bookings directly via the familiar tool interface and manage bookings and communication via one tool.	For 45% of employees, compatibility with different systems is the most critical technology aspect. ¹¹
Perceived Benefit	When employees recognize the added value of new software and how it can help them in their daily work, they are more willing to use it.	A tool that makes work easier and more efficient, for instance through automation or better data, is more likely to be accepted.	According to Gartner, 63% of employees stop using new tools if they do not see any relevance to their daily work. ¹²
Training & Support	Employees must have the necessary	Employers in the DACH region need to choose	36% of employees would like better

¹⁰ Studie: 5 Softwareauswahl-Kriterien für Mitarbeiterakzeptanz

¹¹ Studie: 5 Softwareauswahl-Kriterien für Mitarbeiterakzeptanz

¹² 9 Software Adoption Stats for HR Leaders

Success factor	Importance	Practical example	Statistics
	training and ongoing support to use the tool effectively. Without proper training, they may feel overwhelmed and reject the tool.	tools, such as deskbird, that offer German-language support and onboarding material.	IT support for their company's tools and software solutions. ¹³
Change Management & Communication	Good change management and clear communication are essential to involving employees in the change process. They need to understand why the new tool is being introduced and its advantages.	A social media campaign that communicates the key aspects of the software rollout (e.g., "What?", "Why?" and "How?") can help motivate employees to use the tool.	According to a 2020 Bitkom study, around one in two companies with 100 or more employees uses change management methods to involve the workforce in digitalization projects. ¹⁴
Executive sponsorship	Executive sponsorship plays a crucial role. If management actively supports the introduction of the software and sets a good	The different <u>user roles at deskbird</u> also enable managers to use the app actively. This lets	Studies have shown that organizational change projects have a 29% higher success rate when they are actively supported by managers. ¹⁵

¹³ Studie: 5 Softwareauswahl-Kriterien für Mitarbeiterakzeptanz
¹⁴ Aktuelle Studien zur Digitalisierung und Change Management - Hilker Consulting: B2B-Marketing und Leadership
¹⁵ Change Management | HR Lexikon | Fairfamily

Success factor	Importance	Practical example	Statistics
Cultural Acceptance & Employee Involvement	Corporate culture influences how well new software is received. A culture that is open to innovation and allows employees to get actively involved supports acceptance.	Involving employees in the software selection process helps to ensure that they will use the tool later on.	Recent studies reveal that 27% of employees feel their personal preferences are overlooked when new software or technologies are introduced in the workplace. ¹⁶
Security, Data Protection & Compliance	Tools that guarantee security, compliance, and data protection foster employee trust. Employees who feel their data is secure will be more willing to use the tool.	An app like deskbird that is <u>GDPR-compliant and ISO 27001 certified</u> is more likely to be accepted by employees than non-certified software.	25% of employees think their workplace does not prioritize data protection and security. ¹⁷
Feedback & Continuous Improvement	The opportunity to provide feedback and continuously improve the tool can help employees identify more strongly with the	At deskbird, we continuously work to improve our app for employees and regularly collect feedback via user surveys.	The important role of feedback loops in successful digital adoption in the company is continuously emphasized. ¹⁸

¹⁶ Studie: 5 Softwareauswahl-Kriterien für Mitarbeiterakzeptanz
¹⁷ 101 Datenschutz-Statistiken: Die Fakten, die Sie 2024 wissen müssen | Secureframe
¹⁸ Digitale Adoption und die Bedeutung von Feedback-Schleifen – ieTech

Success factor	Importance	Practical example	Statistics
	software and further expand its use.		
Personalization	Customization and personalization are crucial to ensure that all users feel addressed, which promotes acceptance and practical use.	deskbird offers users a personalized booking experience, for example, by allowing them to save their <u>favorite office spaces</u> and parking spaces in their account to book them even faster.	Statistics show that companies that rely on personalized software implementation strategies see an improvement in employee satisfaction of up to 40%, which shows that personalization creates more enthusiasm for tool usage. ¹⁹

¹⁹ [How to Customize Software Solutions for Different Generations in the Workforce to Enhance Disruptive Technology Adoption?](#)

Measuring user adoption as a key success factor

The strategies described above help companies promote employee acceptance of the tool rollout and **maximize the ROI of the software implementation**. HR and workplace managers must measure users' adoption from the outset to evaluate and adjust their effectiveness as needed



The **key figures and metrics** that should be taken into consideration here include

- **Adoption rate:** The usage rate is the percentage of employees who regularly use the new software. At deskbird, for example, our employee-oriented app achieves an adoption rate of 90%.
- **Feature usage:** This key figure checks how often specific functions are used to achieve the set goals.
- **Frequency of use:** The frequency indicates how often users use the tool within a certain period.
- **Usage time:** The usage time shows how much time users spend with the software in a certain period.
- **Time-to-proficiency:** This key figure describes the average time users need to work productively with the software.
- **Support tickets:** The number and type of incoming technical support requests indicate the tool's user-friendliness and provide insights into the effectiveness of the training initiatives.
- **Churn rate:** The rate corresponds to the percentage of users who stop using the tool within a predefined period.
- **Net Promoter Score (NPS):** The NPS is an important indicator of user satisfaction and willingness to recommend.

HR and workplace managers have various options to measure the above metrics.

- **Integrated measurement by the tool:** Advanced tools and software solutions can capture various key figures on usage and user acceptance directly within the tool.
- **Usage analytics:** If the tool cannot provide meaningful usage data, specialized monitoring tools can evaluate the software's usage patterns (e.g., which functions are used and how often). Ensuring that the analysis complies with data protection regulations and that no employee's data is collected or processed is essential.
- **Employee surveys:** Regular anonymous online surveys (e.g., using tools like SurveyMonkey) can be used to determine aspects such as satisfaction, user-friendliness, and the perceived usefulness of the tool by employees.
- **Interviews and feedback workshops:** Personal interviews with a selection of employees and larger-scale feedback workshops provide an opportunity to qualitatively evaluate software adoption and gain in-depth insights into user behavior and tool acceptance.
- **In-app feedback functions:** In-app feedback functions allow direct feedback transmission while the tool is used. For example, pop-ups can be integrated to evaluate new functions.

deskbird tip:

To get a complete and, above all, meaningful picture of software adoption by employees, it is not enough to analyze the usage data. Instead, HR and workplace managers must combine **quantitative and qualitative analysis methods**.

6

Additional tips and best practices to encourage the adoption of new tools

At deskbird, we are constantly working to improve user acceptance of our app. We would like to share a few more valuable tips here based on our experience introducing our desk-sharing software to over 5,000 hybrid workplaces worldwide.



Take employee acceptance into account when selecting the tool

Employee acceptance is relevant not only to the introduction of the software but should also be considered when selecting new software.

Whenever a new tool is introduced in the company, attention should be paid to key aspects such as **user-friendliness, functionality, integration, and available support**, which are crucial for user acceptance when selecting a suitable solution.

Setting SMART goals

Specific goals must be set to ensure that introducing new software provides real improvement and a worthwhile return on investment. These goals should be defined using the SMART method. The phases and percentages of Rogers' Technology Adoption Curve presented at the beginning can be used to assess which objectives are realistic and achievable.

It's interesting to know that, according to a study by Gartner, managers only achieve the savings they aim for in **43% of cases** because the targets they set are not realistic.²⁰

Clearly define the target group

Just as crucial as defining clear goals is determining the exact target group. It is essential to clarify which employees will be working with the software, how they are integrated into the processes, and what requirements they have of the tool and its functions so that it effectively facilitates their daily work if the tool is used across different departments and user groups. In that case, the **persona method** can create fictitious characters representing a user group's typical needs, behaviors, goals, and challenges.

Celebrating milestones in software use

Milestones are important in project management when introducing a tool and adopting the software. They show employees how far they have come in using the new software, and celebrating these milestones creates incentives to continue using and achieving further milestones.

deskbird tip:

If you use deskbird, you could celebrate the thousandth desk booking, the hundredth user in your company, or one hundred percent use of the app by a specific team or department.

²⁰ <https://www.gartner.com/smarterwithgartner/7-cost-reduction-mistake>

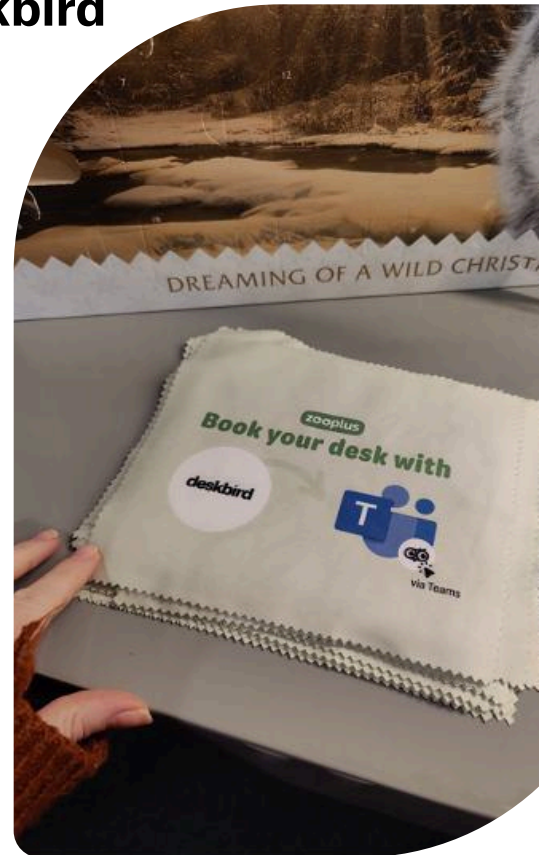
Successfully implementing desk-sharing software: examples from the deskbird community

Our employee-oriented desk-sharing software prioritizes **user-friendliness, simplicity, integration, and data protection** to encourage app adoption and use. However, our customers always surprise us with new creative ideas to increase employee acceptance of the tool even further.

The team at **Zooplus**, a leading European online pet supplies retailer based in Munich, distributed **branded cleaning cloths with the deskbird logo** as a visual reminder for employees to use the newly launched app.

In addition, our customers repeatedly report that they used the following **features and arguments** to promote the use of the app when introducing deskbird:

- **Office functions:** Many companies are legally required to have an accurate overview of how many employees are in the office so that in an emergency, everyone can be notified and there are enough first responders and other health and safety officers. With deskbird's office features, everyone can see where evacuation officers and key colleagues are located and how many are on-site. This is a valid argument for encouraging employees to book their desks in deskbird and thus confirm their presence in the office.
- **Check-in via geolocation:** Our automatic check-in via geolocation is designed to automatically check in employees as soon as they enter the office. This saves time, enables a smooth check-in process, and lets employees start their working day immediately. It removes a hurdle that could affect users' ability to use deskbird.
- **Hybrid work policies:** Hybrid work policies help companies set minimum requirements for office presence, e.g., two days on-site and three days working from home per week. Companies that already use deskbird report that setting specific targets for office attendance encourages employees to fulfill their attendance arrangements and thus actively use deskbird.
- **Office events:** Our customers confirm the same for organizing office events in deskbird. Organizing events at the office and promoting them via deskbird is a good incentive for employees to come to the office and a good motivation to use the app to stay up to date on upcoming events.



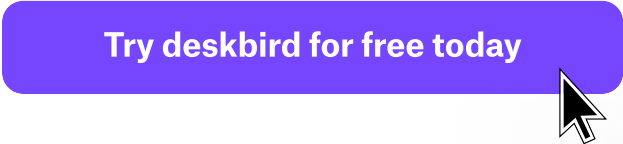
Summary

Promoting employee adoption when introducing new tools is essential in achieving the planned **ROI from software implementation** and ensuring long-term employee satisfaction with the tool. Adopting newly implemented software solutions is critical to supporting productive collaboration and improving efficiency, particularly in hybrid organizations, where teams work on-site and remotely.

HR and workplace managers are essential in promoting user adoption when introducing software. It is crucial to take an employee-centric approach involving employees in the process from the beginning, responding to their needs, offering extensive training and support, and clearly communicating the new solution's advantages and benefits.

With our software successfully implemented in over **5,000** hybrid offices worldwide, we understand companies' challenges when introducing new tools. Designed with employees at its core, our desk-sharing solution prioritizes user adoption through an intuitive but powerful interface, with easy integrations into existing workflows. Additionally, deskbird offers a range of features tailored to simplify hybrid workplace management, delivering clear, measurable value to both employees and organizations.

Are you ready for your new desk-sharing software that delivers on its promises?



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