

Technology Only Delivers Value When Teams Use It

Swipe for five ways
to strengthen adoption. →



Synergistix

Solutions for Life Sciences

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Start with Real User Workflows

Technology should support the way field and operational teams actually work. Before launch, map the key tasks users complete every day, such as preparing for an HCP interaction, recording activity, accessing approved content, reviewing territory insights, or requesting support.

PRACTICAL TIP: Test common workflows with real users before rollout to identify extra clicks, unclear steps, or gaps that could slow adoption.

Make Training Role-Specific

Different users need different levels of guidance. Build training around each role's responsibilities, most common tasks, and real-world scenarios, rather than delivering a single broad overview for everyone.

PRACTICAL TIP: Pair live training with short job aids, recorded demonstrations, and quick-reference guides that users can revisit when questions arise.

Create Accessible Support

Even well-trained users will need help after launch. Give users a simple way to report issues, ask questions, and understand where to go for help. Support teams should also have visibility into common requests and recurring system challenges.

PRACTICAL TIP: Establish one clear support path and communicate expected response times, escalation steps, and available self-service resources, such as the Synergistix Help Desk.

Use Feedback to Improve

Adoption is not a one-time measurement.

Review patterns such as frequently missed steps, low-use features, repeated questions, or differences in adoption across teams and regions.

PRACTICAL TIP: Schedule regular adoption reviews with your dedicated Synergistix Account Manager and use the findings to refine workflows, update training, and prioritize system improvements.

Turn Technology into Everyday Commercial Value

MAKE ADOPTION
PART OF THE STRATEGY.

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