

A shiny new system is ready, but nobody's using it. The process is clean, but it doesn't feel natural.

Balancing People, Process & Technology

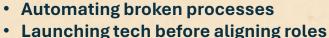


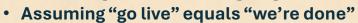
Change was designed in silos. People weren't part of the design or the rollout.



Common

Pitfalls







When people, process, and tech aren't aligned, transformation fails no matter how "good" the solution is.



What Good **Looks Like**

- Processes feel intuitive
- Users adopt tools confidently
- Outcomes improve both measurably and sustainably



Technology doesn't transform companies, people do.



Quick Checklist

- Did we involve the people doing the work?
- Are new tools solving real pain points?
- Is training embedded into the workflow?



- Map desired outcomes first before tools
- Co-design processes with frontline voices
- Match training and support to user needs
- Reinforce behavior change post-launch



Balance isn't a luxury, it's the foundation. Integration wins every time.

