





## THE SOLUTIONS THAT COMBAT THE RESISTANCE TO CHANGE

The company's early attempts at organization-wide change felt like serving old milk in new bottles. The company knew that driving technological innovation without changing the way they worked wouldn't make any sense or impact. Therefore, Convenient Software Solutions decided to develop a comprehensive user adoption strategy that could not only help them deal with employees' resistance to change, but also turn them into active agents for change.

To drive these changes effectively, Convenient Software Solutions joined its efforts with Evoqia, Creatio's trusted partner, which carried out the implementation project. Together, they conducted a range of trainings for the system's end-users.

"The users need to know what the system can do to understand what they can do with the system," said Kurt Geefs, Business Manager at Evoqia. "When employees get a big picture perspective on the new technology, bottom-up innovation can be leveraged effectively".

Strong partner commitment and active employee engagement throughout training sessions resulted in further process improvement solutions and system customizations. Now Creatio's end-users at Convenient Software Solutions create a range of business processes and solutions themselves with the help of low-code tools.

