



**INDUSTRY**  
Healthcare

**WEBSITE**  
iehp.org

**LOCATION**  
Rancho Cucamonga, CA



“Our end users are going to love the new search feature, in addition to have the ability to work with multiple workspaces in one instance.”

—Dawn Cejudo, Senior Application Support Specialist, IEHP

## IEHP finds renewed focus and engagement with Workfront’s updated UI.

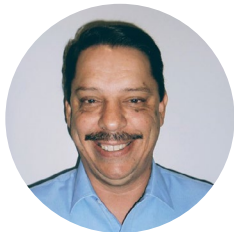
**THE OPPORTUNITY:** When Inland Empire Health Plan (IEHP) saw the new Workfront experience, they were excited about the enhancements designed to make users more productive, efficient, and collaborative. System admins are tasked with helping their end-users adopt the new Workfront experience, understand the updates and see the value in them—but change is never easy. To drive better adoption, IEHP created a plan to successfully bring their teams into the new Workfront experience.

# The IEHP rollout plan.



## Identify someone with an affinity for Workfront and make them your champion.

Dawn suggests finding a cheerleader for the new Workfront experience in your team and making them an adoption champion. They may not be hooked from the start—but they could be the person least likely to get on board. “Find your most negative Nancy, have them drive their demos, and you’ll turn them into your biggest champion,” says Dawn.



“If you can use Google, you can use this.”

—Cliff DeJong, Application Support Specialist, IEHP



## Create training materials to help your team understand the new Workfront experience.

For IEHP, thorough training was the key to helping teams grasp changes. “People will adapt when they see enhancements that benefit them and understand their purpose,” says Cliff. “Navigation training alone will make it easier to digest.” IEHP also uses side-by-side documentation comparisons to show teams the before and after, emphasizing why things changed for the better.



## Have team members keep track of any issues they have in their Workfront experience.

IEHP communicates about issues in two places. First, via the feedback button to Workfront directly. Second, by submitting them within their own internal Workfront instance. Dawn then tracks the issues as she rolls out the new Workfront experience team by team, allowing her enough insight to control the pace. If lots of users report issues, for example, she can slow down, facilitate more training, and then smoothly continue.

## SUMMARY

The new Workfront experience brings in intuitive features, like a more user-friendly interface, multiple tabs in one browser instance, and the navigation waffle. After IEHP’s full training and rollout, their users hope to gain more productivity in their day-to-day responsibilities.