

Communications & Change Impact Snapshot

A One-Page Summary of Reach, Adoption, and Engagement Results

Numbers don't replace the work, but they do prove it happened. This snapshot pulls the reach and adoption results from communications and change programs described elsewhere in this portfolio onto one page.

Result	Program
95% adoption	Otis ONE™ IoT platform rollout, 8,000 field technicians across North America
98% Net Promoter Score	Gold Key Factory Visitor Program, John Deere Waterloo Works
80% average newsletter read rate	Core & Main ERP pilot, four internal newsletters
73% newsletter open rate	U.S. DOE CESER content governance program
80% attendance, 2,000+ employees reached	John Deere town halls, strategic rollouts, and virtual quarterly meetings
60% engagement lift	SharePoint intranet redesign, John Deere factory floor communications
50,000+ attendees	John Deere Tractors at 100, two-day public finale
10 hours/week saved	Copilot-based inbox workflow, Core & Main
11+ families supported	Make-A-Wish factory visit program

Reading the Numbers

Every figure above ties back to a program described in full elsewhere in this portfolio. None of them are projections. They are what happened after go-live, after the newsletter went out, or after the visitor left the building.