

Adoption & Impact Scorecard

Prove the technology is working — or catch it early enough to fix it.

WHAT THIS SCORECARD DOES

Most technology decisions are never properly evaluated after launch. This scorecard closes that loop. It measures adoption, business impact, and ROI at 30, 60, and 90 days — the three checkpoints that tell you whether your investment is actually working. Use it to catch low adoption before it becomes a sunk cost, document the wins that justify the spend, and build the evidence base for your next technology decision.

HOW TO USE IT

1 Set your targets first

On the Setup page, define what “success” looks like for your business — before you look at any data. Targets set after the fact are always suspiciously convenient.

2 Score at 30, 60, and 90 days

Complete one column per checkpoint. Each covers adoption, impact, satisfaction, and financial return. Score honestly, 0–5 — the same scale as Step 3.

3 Let the trend tell the story

A score rising from 30 to 90 days is a healthy investment. A flat or declining score is a signal to act — escalate to the vendor, retrain, or reconsider.

4 Share the score with leadership

The Summary page is built to be shared. Bring it to your leadership review with your Step 2 TCO — together they complete your full ROI picture.

When to complete

30, 60, and 90 days after go-live

Who completes it

Rollout Lead + at least one team lead

Pair it with

Your Step 2 TCO for full ROI

Set your success targets before you look at any data.

Deciding what “good” looks like up front is what stops you from rationalizing the numbers later.

EVALUATION DETAILS

Business / organization

Technology evaluated (product & tier)

Prepared by

Full go-live date (all users live)

CHECKPOINT DATES

Lock these into the calendar now — before Day 1

30-Day check-in (go-live + 30)

60-Day check-in (go-live + 60)

90-Day check-in (go-live + 90)

YOUR SUCCESS TARGETS

Define what “good” looks like — a rough number beats none

SUCCESS METRIC	BASELINE	30-DAY	60-DAY	90-DAY
Adoption rate (% of users active)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Core task completion rate	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Time to complete key task (mins)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Support tickets per week	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
User satisfaction score (1–5)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Revenue or output impacted	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hours saved per week (team total)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SCORING SCALE

same as Step 3

5 Excellent

4 Strong

3 Partial

2 Weak

1 Poor

0 N/A

TIP

Setting targets now prevents post-hoc rationalization. The trend across checkpoints matters more than any single number.

Score 0–5 at each checkpoint. Note your evidence source — data beats memory.

Subtotals add up automatically in Adobe Acrobat Reader.

A Adoption <i>Are people actually using it?</i>				
WHAT TO MEASURE	30-Day	60-Day	90-Day	NOTES / EVIDENCE
% of users active in the last 7 days <i>Pull from your system usage report</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Core workflows used daily / weekly <i>Not just logged in — actually working</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
New users onboarded without major issues <i>Is onboarding friction dropping?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Manual workarounds no longer needed <i>0 = many workarounds; 5 = none needed</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Old system fully retired <i>5 = old system off; 0 = still running both</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Section A subtotal sum of scores · max 25 per checkpoint	<input type="text"/>	<input type="text"/>	<input type="text"/>	

B User Satisfaction <i>How does the team feel about it?</i>				
WHAT TO MEASURE	30-Day	60-Day	90-Day	NOTES / EVIDENCE
User satisfaction survey average (1–5) <i>Run a short 3-question pulse survey</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Team confidence using the system <i>Can they do their job without help?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Management confidence in the data <i>Do leaders trust the reports?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Complaints / support requests are rare <i>0 = high volume; 5 = rare requests</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Team recommends continuing to use it <i>Would your team choose this again?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Section B subtotal sum of scores · max 25 per checkpoint	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Score 0–5 at each checkpoint. Note your evidence source — data beats memory.

Subtotals add up automatically in Adobe Acrobat Reader.

C Business Impact *Is it solving the problem you bought it to solve?*

WHAT TO MEASURE	30-Day	60-Day	90-Day	NOTES / EVIDENCE
Core business process is faster <i>Compare time-on-task before vs. after</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Errors and rework have decreased <i>Data quality improved vs. baseline</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer experience has improved <i>Fewer complaints, faster response</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Team handles more work with same staff <i>Output per person vs. baseline</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Visibility into operations has improved <i>Can you make faster decisions?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
The problem that justified the buy is solved <i>Refer back to your Step 1 Business Case</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Section C subtotal sum of scores · max 30 per checkpoint	<input type="text"/>	<input type="text"/>	<input type="text"/>	

D Financial Return *Is the money you spent paying off?*

WHAT TO MEASURE	30-Day	60-Day	90-Day	NOTES / EVIDENCE
Hours saved per week vs. the old process <i>Staff time saved x hourly rate</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Revenue gained or protected <i>New deals, retention, faster billing</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Error-related costs reduced <i>Rework, refunds, compliance fines</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Technology consolidation savings <i>Tools eliminated since implementation</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Cost on track vs. your Step 2 TCO forecast <i>0 = over budget; 5 = under budget</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Section D subtotal sum of scores · max 25 per checkpoint	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Score 0–5 at each checkpoint. Note your evidence source — data beats memory.

Subtotals add up automatically in Adobe Acrobat Reader.

E Vendor Performance <i>Is the vendor holding up their end?</i>				
WHAT TO MEASURE	30-Day	60-Day	90-Day	NOTES / EVIDENCE
Vendor support is responsive and helpful <i>How fast do they resolve tickets?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Promised features delivered on schedule <i>Any contract features still missing?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Uptime / reliability as expected <i>Outages or performance issues logged?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Vendor communicates proactively <i>Do they warn you before problems hit?</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
You'd buy from this vendor again <i>Honest confidence in the relationship</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Section E subtotal sum of scores · max 25 per checkpoint	<input type="text"/>	<input type="text"/>	<input type="text"/>	

QUALITATIVE OBSERVATIONS <i>patterns over time matter more than one-off events</i>			
QUESTION	30-Day	60-Day	90-Day
What's working better than expected?	<input type="text"/>	<input type="text"/>	<input type="text"/>
What still frustrates your team most?	<input type="text"/>	<input type="text"/>	<input type="text"/>
What has the vendor done well?	<input type="text"/>	<input type="text"/>	<input type="text"/>
What should the vendor fix next?	<input type="text"/>	<input type="text"/>	<input type="text"/>
What would you do differently if starting over?	<input type="text"/>	<input type="text"/>	<input type="text"/>

TIP Complete one checkpoint column before starting the next — it keeps your perspective honest and time-stamped.

Translate your results into dollars.

Complete this at 90 days and combine it with your Step 2 TCO — the math adds up automatically in Adobe Reader.

QUANTIFIED BENEFITS (annual)		YEAR 1 COSTS (from your Step 2 TCO)	
Hours saved/week x 52 x hourly rate <i>Staff time recovered</i>	\$ <input type="text"/>	Subscription / licensing (Year 1) <i>TCO Section 1</i>	\$ <input type="text"/>
Revenue gained or protected <i>New deals, retention, faster billing</i>	\$ <input type="text"/>	Implementation & setup <i>TCO Section 2</i>	\$ <input type="text"/>
Error / rework costs eliminated <i>Rework hours + materials + refunds</i>	\$ <input type="text"/>	Training & adoption <i>TCO Section 3</i>	\$ <input type="text"/>
Tools / subscriptions cancelled <i>Monthly cost x 12</i>	\$ <input type="text"/>	Support & maintenance <i>TCO Section 4</i>	\$ <input type="text"/>
Other measurable benefit <i>Describe in your notes</i>	\$ <input type="text"/>	Indirect & hidden costs incurred <i>TCO Sections 5-7</i>	\$ <input type="text"/>
TOTAL ANNUAL BENEFITS	\$ <input type="text"/>	TOTAL YEAR 1 COSTS	\$ <input type="text"/>

YOUR ROI

<p>NET BENEFIT <i>Total benefits – Year 1 costs</i></p> <input type="text"/>	<p>ROI % <i>(Net benefit ÷ costs) x 100</i></p> <input type="text"/>	<p>PAYBACK <i>Costs ÷ monthly benefits</i></p> <input type="text"/>
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READ IT Positive ROI with payback under 12 months = a successful investment. If payback runs long, fix adoption first — usage drives the gains.

Complete at 90 days — this page is built to share with leadership.

SCORE ROLLUP

Subtotals carry over automatically from your scoring pages

SECTION	MAX	30-Day score	60-Day score	90-Day score
A — Adoption	25	<input type="text"/>	<input type="text"/>	<input type="text"/>
B — User Satisfaction	25	<input type="text"/>	<input type="text"/>	<input type="text"/>
C — Business Impact	30	<input type="text"/>	<input type="text"/>	<input type="text"/>
D — Financial Return	25	<input type="text"/>	<input type="text"/>	<input type="text"/>
E — Vendor Performance	25	<input type="text"/>	<input type="text"/>	<input type="text"/>
GRAND TOTAL max 130 per checkpoint		<input type="text"/>	<input type="text"/>	<input type="text"/>
TREND 30 → 90 DAYS		<input type="text"/>		

WHAT YOUR SCORE MEANS

- 110–130 85%+** Strong investment — document what worked; reuse it as your next-rollout framework
- 91–109 70–84%** Solid progress — target the 2–3 lowest-scoring criteria with a 30-day plan
- 66–90 50–69%** Marginal — schedule a working session with the vendor; specific gaps need a fix now
- <65 <50%** At risk — call a formal leadership review; consider re-implementation or contract review

YOUR DECISION

- CONTINUE & OPTIMIZE** 85%+ and ROI positive — lock in review cadence
- ACTION PLAN** 70–84% — document gaps, 30-day fix with vendor
- ESCALATE** 50–69% — formal review with leadership + vendor
- FULL REVIEW** <50% — re-implementation or exit evaluation

SIGN-OFF

Reviewed by

Approved by

Review date

NEXT → Step 7: Implementation Ownership Plan
 Lock in who owns the system, the data, the vendor relationship, and the renewal call for the long haul. bizhealth.ai/biztools/technology