

Change Management for Customer Success

Program Transition Basics

Transitioning to a new vehicle reimbursement program involves complex challenges that can introduce costly, companywide risks if executed poorly. Organizations have only one chance to implement successfully or face obstacles like inefficient processes, confused employees, and disrupted workforce productivity.

Motus maximizes employee satisfaction and drives productivity through proven change management, expert guidance, and easy-to-adopt solutions that streamline the customer experience and deliver a smooth program rollout.

Employee Adoption & Technology

Q How does Motus address concerns about employees learning new technology?

A Motus provides:

- Easy-to-adopt solutions empower drivers to be self-sufficient, simplify mileage reimbursement, and drive productivity
- Simple yet powerful app includes features that automate mileage capture and submission to save employees' time
- Minimal upfront app set-up and low-touch user experience allow employees to set it and forget it
- Configurable settings that allow employees to proactively select their business hours to ensure the app only captures trips during those specified times
- Mobile app and desktop user portal that provides flexible options for employees to manage and submit mileage



91% of employees

found Motus easy to learn for capturing and submitting mileage.



Motus invests over

\$20M annually in R&D to deliver the best solutions.

Vehicle Costs & Program Stipulations

Q How does Motus help offset concerns about upfront vehicle costs?

- A** Motus provides:
- Expert guidance on transition stipends and cost-effective procurement strategies
 - In-app insurance marketplace for comparing providers and quotes
 - Motus Perks offers thousands in savings on vehicle purchases/leases and 15% on tires and maintenance services

Rollout & Communication

Q How does Motus ensure a smooth rollout that minimizes disruption?

- A** Motus delivers:
- Clear communication strategies with timelines and milestones
 - Pre-written templates and change management documents
 - Compelling messaging that reinforces program benefits
 - Best practices recommendations for stress-free onboarding



100% of customer survey respondents felt Motus resources allowed them to effectively communicate program changes to employees.



Implementation Process

Q What makes Motus' implementation process efficient?

A Motus offers:

- Proven change management processes refined over thousands of implementations
- Full-service implementation with expert guidance
- Specialist-led project plans and milestone calls with step-by-step instructions

Q How long does implementation typically take?

A Implementation averages 6-12 weeks, with dedicated implementation specialist support and checkins throughout



“Organized, informative and personable.”

Direct Customer Feedback
on Implementation Process



**94% overall
satisfaction rate**

on the implementation
process



Ongoing Program Support

Q What ongoing resources and support does Motus provide to help us achieve our program goals?

A Motus delivers:

- Informative account rep consultations
- Program best practices and recommendations
- Proactive insights to maximize program success
- Detailed program analysis and benchmarking data
- Expert policy design support to motivate desired behaviors



The resources provided were extremely helpful in communicating our transition to a FAVR program and in setting expectations for our employees throughout the transition.”

— Survey Respondent, Implementation Satisfaction Report



The entire process of implementing Motus went exceptionally well and was quite straightforward. The timeline was well-coordinated, and the collaboration with the Motus team for communication and training was seamless. The materials provided were both insightful and well organized. Thank you for a smooth and exceptional implementation.”

— Survey Respondent, Implementation Satisfaction Report

Motus is trusted by 3,600+ companies and has team members with decades of industry experience. [Hear directly from Motus customers](#) about how we’ve steered their successful implementations.



Motus is the industry leader in vehicle reimbursement and risk mitigation solutions for employees who drive. Combining 80 years of expertise with innovative technology, Motus enables organizations to optimize spend and increase productivity across their workforce. With solutions purpose-built to enable data-driven insights and strategic decision making, Motus is the preferred vehicle reimbursement partner to top Fortune 500 companies globally.

For more information, please visit www.motus.com or connect with us on [**LinkedIn**](#).