

Microsoft 365 Service Adoption

Service Adoption

We can help you unlock the true value of Microsoft 365 by delivering a full **Service Adoption Programme** to optimise the user experience and business outcomes.

What is Service Adoption?

Service Adoption is about making the human and technical changes needed to deliver positive outcomes for your business. It focuses on the employee experience and on the ability of your people to make the best use of the business and technical capabilities delivered to them.

For Microsoft 365, successful Service Adoption means understanding the change benefits Microsoft 365 can bring to your organisation and to your people, planning for that change, and then implementing training and communication programmes to drive your employees' digital literacy and their use of the technology.

What Service Adoption means to us

The core of our company ethos is the belief that Microsoft 365 is all about **people** and not about technology.

Microsoft 365 is a suite of enabling technologies that can help people to communicate better, collaborate more effectively, and automate repetitive and time-consuming activities. However, no two businesses are the same, and even the needs of departments and individual users will differ. Our approach to Service Adoption therefore puts these needs at the heart of the journey, to ensure the experience is tailored and the desired benefits are realised.

Our approach

We put people at the heart of our approach, but we also understand the impact that the adoption journey can have on the business. Not just external costs, but the cost of having to release individuals from their day-to-day role.

Our approach therefore recommends thorough business scenario and needs analysis activities, so that the final configuration and the program of training is highly targeted and succinct to minimise disruption to the business. We also understand that information may be quickly forgotten when individuals return to their desks and we therefore recommend post-delivery drop-in clinics where individuals can access follow-up advice and help.



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We are accredited **Microsoft Service Adoption Specialists** and work within this framework to maximise the outcomes from adoption.



Discover & Explore

Your adoption strategy cannot be started until you understand the cultural and change benefits that Microsoft 365 can deliver. We help you to discover the capabilities that can deliver the greatest benefits to the business and those that go beyond the current need.



Assess Readiness

We will conduct short and targeted needs analysis interviews to help determine the overall readiness for adoption across the business and to identify potential risks to adoption. We will identify early adopters who will support and encourage the business through the journey.



Information Flows & Personas

The purpose of this stage is to identify key information flows and collaboration approaches, and to build personas ("a day in the life of ..") for key roles in the business. These will underpin the implementation and configuration of Microsoft 365 and the training plan. .



Planning, Preparation & Governance

The personas we create will be integrated into the training plan to create relatable scenarios for using Microsoft 365. This will enable us to create highly tailored plans and course content to maximise the effectiveness of the training. We will create a Communication Plan to be implemented during the remaining journey to keep everyone engaged and a Governance Plan to ensure information is protected.



Visualise

Focusing on the early adopter scenarios, we will configure and build the initial Microsoft 365 environment. This real-life visualisation will then be trialled across the business and will be used in test adoption and training scenarios. Feedback from early adopters will be fed into the final stage.



Execute

We will complete the Microsoft 365 configuration and execute the training plan. Where applicable, information will be migrated from legacy repositories.

We have worked with organisations of all sizes and at all stages of their adoption journey. Our combination of service delivery and training enables us to bring real world experience to the adoption process, enabling us to engage with end users empathetically and provide practical and workable solutions to every day working practices, rather than just demonstrating functionality.

Contact us now to find out more about Service Adoption