

O365 USER ADOPTION &
CHANGE MANAGEMENT

SOFTTEL



WHO IS SOFTTEL?

We are a Communications Integrator

We enhance communications experience across the contact center and beyond.

We Connect the Unconnected

Integrating devices, applications & processes and unifying people, functions & businesses.

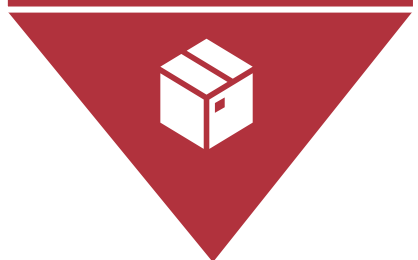
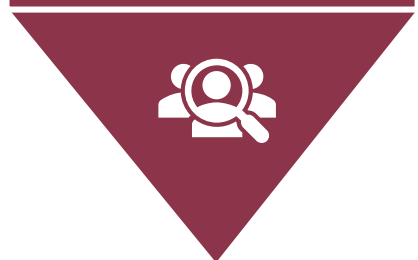
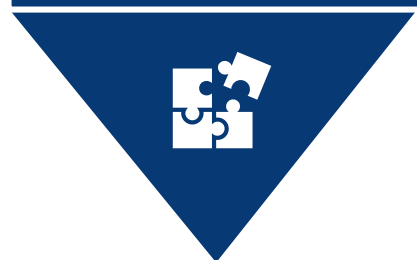
SOFTEL Communications: Services, Solutions and Next Generation Cloud Software for the UC & CX Industry

Unified Communications

Contact Centers

Customer Experience

Services & Packages



Development & Integrations

Deployments & Migrations

Transformation & Digitization

Management & Support

Engage
with you and
your client

Assess
the needs of
your client

Qualify
deliveries for
success

Package
delivery &
planning

Deliver
projects &
programs

Manage
solutions &
platforms

Support
client
operations

Transform
platforms &
operations



Healthcare



Energy



Government



Finance



Retail



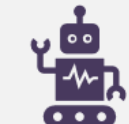
Education



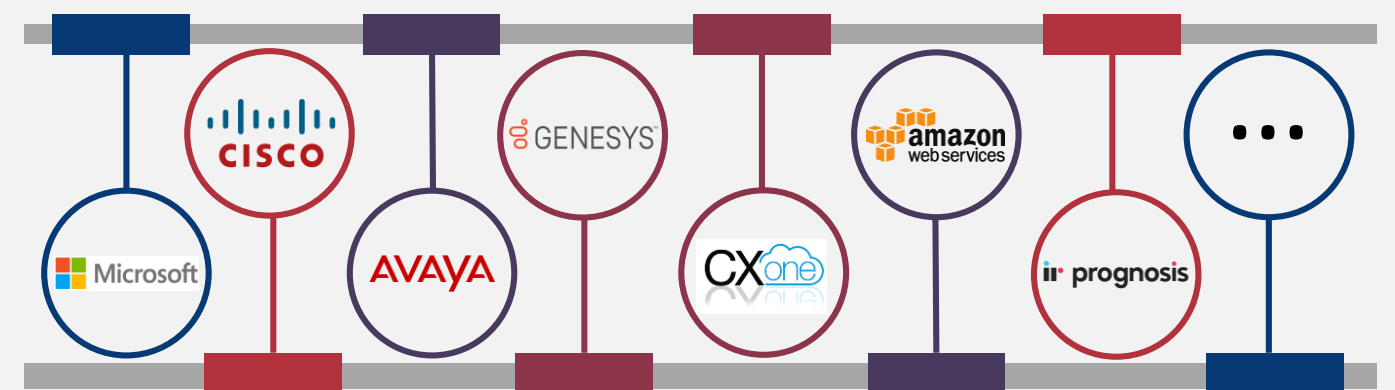
Security



Transport

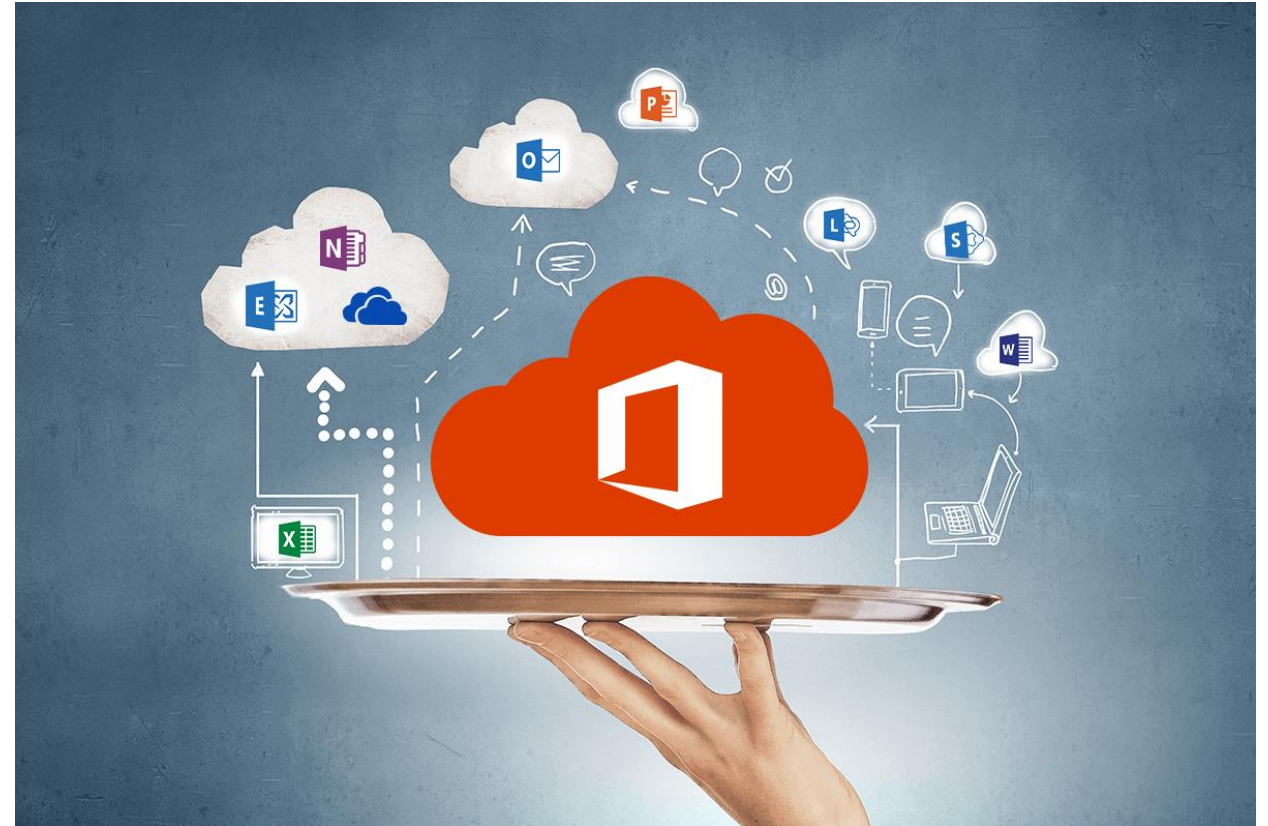


Automation



CHALLENGE(S)

- To provide customer-led user adoption for Microsoft O365
- To monitor utilization (and under-utilization) of Microsoft products by user.
- To apply “Just in Time” learning facilities to relevant users.
- To monitor and report on overall consumption and utilization.



SOFTTEL: MS O365 USER ADOPTION & CHANGE MANAGEMENT

SOLUTION

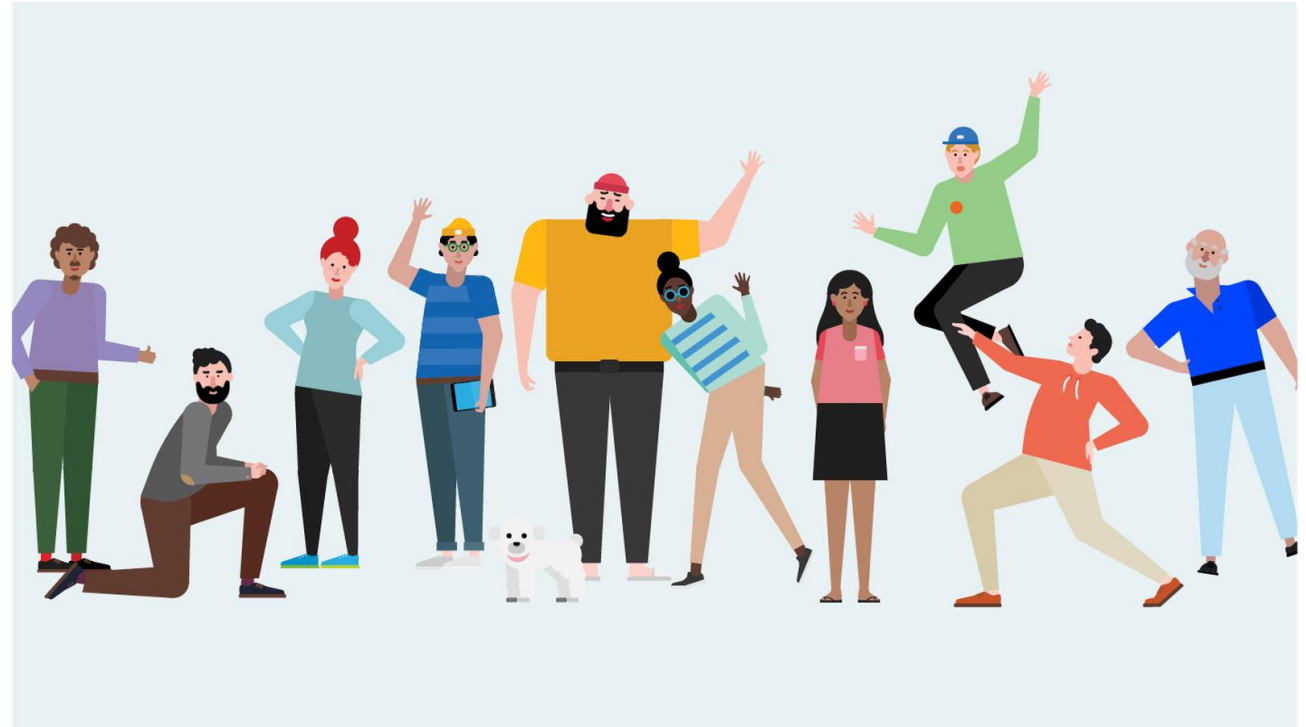
- The deployment of vendor services to support User Adoption, in line with Microsoft FastTrack recommendations.
- Introducing a User Adoption program, with Power users and advocates.
- The introduction of a short-based learning portal
- The implementation of a user adoption and licensing portal.



SOFTTEL: MS O365 USER ADOPTION & CHANGE MANAGEMENT

OUTCOME

- Increased cross-team collaboration and accessibility of documents
- Top down alignment on business challenges and ways to remediate
- Full use of your investment in the Office 365 suite of software and services 3x faster
- Continuous improvement through ongoing engagement and remediation activities



WHY SOFTEL?



DRIVE INNOVATION

SOFTEL's processes support the translation of business goals and ideas into viable services, creating new business opportunities.



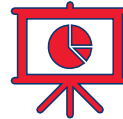
BUSINESS TRANSFORMATION

SOFTEL's process of change and transformation enhances existing solutions, extending business services.



WORK TOGETHER

SOFTEL's cooperative approach means they work alongside the client towards common goals all while adding business value.



DELIVER RESULTS

SOFTEL's experience allows them to apply an efficient and proficient process to ever engagement which leads to successful results for our clients.

A SELECTION OF SOFTEL PARTNERS



A silhouette of a city skyline at sunset. The sun is low on the horizon, creating a bright orange glow. The buildings are dark against the sky. The sky is a mix of orange and yellow, with some clouds. The water in the foreground is dark and reflects the light from the sun.

GET MORE INFORMATION

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