SOFTEL

Microsoft Gold Partner

O365 Adoption & Change Management

Drive User Adoption, Increase Utilization, Enhance Collaboration and Ensure User Proficiency.

WHAT IS ADOPTION AND CHANGE MANAGEMENT?

Microsoft Office 365 enables your organization to achieve key business outcomes such as lowering operating costs, increasing productivity, driving cross team collaboration, and simplifying manual processes through automation. However, these outcomes can only be achieved if end-users adopt and use the new technology as it was intended.

People often fight change and those resisters can hinder the success of your organization. SOFTEL's Adoption & Change Management services help deliver real measurable change through adoption across your organization. This is accomplished through end-user training on key products found within the suite, and the identification of workloads that can be completed using Office 365 software. This enables your employee's and ultimately your customers to realize business value from your investment in Office 365.

In this Offer

- User Adoption Monitoring & Tracking
- Define Power Users & Advocates
- Short-Based Learning Portal
- User & License Adoption Portal
- "Just in Time" Learning Packs
- License Investment Monitoring
- Identify Shortfalls & Gaps
- Monitor Increase in Efficiencies

STAGES FOR ADOPTION AND CHANGE MANAGEMENT:

- **DISCOVERY AND ASSESSMENT** – determine business objectives and key sponsors.
- **STRATEGY DESIGN** – define the change management strategy to meet the defined business outcome(s).
- **EXECUTIVE SUPPORT** – help drive the execution of the change management strategy.
- **ONGOING SUPPORT & VALUE EXPANSION** – reporting to show impact towards business goals and highlight ongoing opportunities to improve adoption and expansion.

BENEFITS OF ADOPTION AND CHANGE MANAGEMENT SERVICES

INCREASE EMPLOYEE SATISFACTION

- Systematic end-user adoption across the organization
- Full product knowledge including capabilities and use cases
- Increased cross team collaboration and accessibility of shared documents

EMPLOYEES THAT EMBRACE CHANGE TO DRIVE BUSINESS VALUE

LOWER TIME TO VALUE

- Use of the entire O365 suite of software and services 3x faster
- Projects completed 2x faster and include more collaborators
- Running workloads more efficiently using O365 software & services

INCREASED EFFICEINCY ACROSS YOUR ORGANIZATION

DRIVE INCREMENTAL CHANGE

- Top down alignment on business challenges
- Clear roadmap of actions to remediate
- Ongoing engagement to discover new opportunities for continuous improvement

NEVER STOP IMPROVING THE VALUE YOU BRING TO YOUR CUSTOMERS

SOFTEL

CONTACT US

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