



WWM

**TEAMS
PACKAGES**

TEAMS ADOPTION

We take a Teams first approach, helping our clients to see the value Teams brings and how other O365 tools, within Teams, bring additional benefits.



TEAMS LAUNCH

- Information worker focused.
- Light discovery to launch Teams as a new tool – beginning of the Teams adoption journey
- Start to embed behaviours
- Comms key focus on ‘what’s in it for me’
- Introductory Teams training
- Reinforcement plan

MOVE TO TEAMS

- Information worker focused.
- Discovery to capture current working processes
- Build desire around Teams collaboration, enhanced features and ‘what’s in it for me’.
- Creative campaign theme majoring on benefits-driven messaging
- Benefits-focused communications
- Training focused on digital workplace concept and collaboration
- Seed wider potential for Teams
- Reinforcement activities

TEAMS FOR FRONTLINE

- Creating a shared, cohesive vision between sponsor, business benefits and frontline worker benefits
- Understand the technical support required.*
- Capture the ‘what’s in it for me’
- Remove ‘shadow IT’
- Engaging, multi-channel communications support
- Short-condensed training collateral
- Champion support / training
- Pilot support / management
- Full roll out roadmap and strategy

TEAMS AS A PLATFORM

- Teams digital workplace strategy presenting approaches available:
 - Teams as a ready to go / pre-built app
 - Templated apps which can be extended
 - Custom apps
- Stakeholder / sponsor engagement
- Adoption planning

*Support to be costed separately depending on requirements.

TEAMS LAUNCH

Small (£)	Medium – Large (£)	Large and complex (£)
15,000 – 25,000	25,000 – 45,000	45,000 – 55,000

If you're working with clients that are at the beginning stages of shaping their modern workplace strategy, we can help them to leverage the benefits of M365 and build a modern workplace strategy that **makes Teams their core digital workplace application**. We've provided indicative costs, depending on size and complexities of the organisation.

WHAT TO EXPECT:

1. Discovery	During our discovery, we work to understand the 'what's in it for me' for employees , traditional approach to change , communications and training, as well as the level of stakeholder / champion engagement to date
2. Strategy and change planning	During the planning stage, we'll shape a strategy, using all the data gathered throughout the discovery. We'll also create a change plan, detailing the tactics we will employ to deliver effective communications and training , as well as our approach to managing stakeholders and building an engaged and active network of champions
3. Launch campaign	We'll deliver a tailored launch campaign that gets under the skin of the key pain points employees are experiencing. We'll use that information, along with their core desires, to build a campaign that is as engaging as it is informative; linking employees to the tools that will make their life easier and inspiring them to get onboard and involved
4. Persona-based training	Our training is always tailored to the audience . We get to know employees, shape personas around their ways of working, wants and needs, and deliver training that speaks to those needs
5. Ongoing activities	Upon completion, we'll ensure our clients are clear about what next steps should look like to ensure adoption continues to grow. This includes short-term tactical activities / ideas to maintain momentum & increasing functionality available through Teams as a platform.



MOVE TO TEAMS

Small (£)	Medium – Large (£)	Large and complex (£)
15,000 – 20,000	20,000-30,000	30,000-45,000
Full roll out and migrations costs to be provided post discovery.		

If you're working with a client moving from a competing product to MS Teams, we can ensure the transition is smooth and effective. We go back to basics, focusing on personas and mapping ways of working to Teams, all the time building a picture to show why the transition is being made and how it will improve the employee experience. This package also has a bigger focus on communications and hands-on consultancy to deliver an effective migration of content from one platform to another.

WHAT TO EXPECT:

1. Discovery

Throughout the discovery, we'll work with clients to understand current ways of working, identify pain points and shape a digital workplace vision and strategy that improves the employee experience. We'll use this time to review existing systems and processes, assess technical readiness and migration requirements, as well as carrying out a gap analysis.

2. Strategy and change planning

We'll capture findings from the discovery, create a strategic roadmap to deliver the change, capturing the technical and change requirements. We'll detail our approach to migration (if required), as well planning a pilot as a first phase.

3. Pilot

To ensure a successful pilot, we'll create a small collection of materials, including T-minus comms and launch training videos. We'll also provide time for briefing sessions, training sessions and progress review sessions.



TEAMS FOR FRONTLINE

Medium – Large (£)	Large and complex (£)
30,000 – 45,000	45,000 – 55,000

Frontline roles are complex – they have totally different roles, ways of working and often work across mobile devices. Therefore, our approach to the frontline needs to reflect their complex arrangements.

NOTE: Costs are to deliver the pilot and evaluation, not for a full roll out.

WHAT TO EXPECT:

1. Discovery	During this discovery phase, we'll be building up Teams use cases, understanding processes, device policies etc. This phase is going to be quite intensive in terms of fact finding . We'll workshop with key stakeholders to understand current processes , and we'll interview frontline employees to understand use cases
2. Technical readiness	We need to consider how the different Teams policies apply to frontline colleagues . Our technical consultant will work with our clients to help them understand the policies, how to apply them. We'll also work through security considerations and ensure we can complete our Technical Readiness Checklist
3. Planning	Following the discovery and technical readiness, we'll shape a plan for a pilot to ensure we test the role out , allowing us to gather feedback ahead of a full-scale roll out. The pilot plan is a key document, detailing frontline colleagues in scope, Teams set up, pilot comms plan etc
4. Pilot	A pilot allows us to test our use cases and build upon them to inform a full-scale roll out strategy. During this phase, we're able to gather more feedback and shape Teams in a meaningful way for frontline employees
5. Roll-out strategies	We'll take all of our findings from the previous phases, to inform a full roll-out plan . If we're working with a particularly large and complex client, we may also break this down into phases, or even hold pilots across different markets / geographies



TEAMS AS A PLATFORM

Activities	Small – Medium	Medium – Large	Large and complex
Discovery	12,000 – 15,000	19,000 – 22,000	25,000 – 30,000
Planning			

As Teams becomes an embedded tool, clients are seeking to further leverage the benefits. That might include better integrations with other O365 tools, or deeper integrations with third party applications.

NOTE: Solutions can be scoped and delivered throughout the process. Costs dependent on requirements and will be provided separately.

WHAT TO EXPECT:

<p>1. ACM & Technical-led discovery</p>	<p>Our approach here is very much focused on Art of the possible. We workshop problems and potential solutions to see how we can further utilise Teams. In this phase, we'll work with IT teams to understand capabilities, any technical challenges and any specific requirements. We'll also work with stakeholders to immerse them in the technology and build out their use cases</p>	<p>Solutions can be scoped and delivered throughout the process. Costs dependent on requirements and will be provided separately</p>
<p>2. Stakeholder management</p>	<p>We'll work closely with stakeholders to ensure they're involved in each step of the process, understand what's in it for them and are able to clearly articulate the benefits. Depending on the size, scale and impact, we'll work with the broader team to support champion activities</p>	
<p>3. Launch plan</p>	<p>Every project is different. Depending on the size and scale of the project, as well as how it impacts colleagues, we'll shape an appropriate launch plan to ensure we effectively communicate and educate colleagues about the change. Costs to deliver the plan will be provided separately</p>	



CHANGE & ADOPTION PACKAGES

ACTIVITIES MATRIX

Below you will find the typical activities we deliver as part of our Teams adoption packages. We've highlighted where certain deliverables will be specific to a particular package.

Task	Description
Discovery	
Change impact assessment	Readiness assessment, considering factors that may impact adoption.
Change workshop	Workshop to understand the project in more detail, stakeholder analysis, capture comms and training processes and channels.
Technical readiness checklist	We'll shape a technical readiness checklist specific to the change in scope.
Technical enablement workshop	We'll run through our technical enablement checklist to ensure the client understands technical requirements and to gauge support required.
User interviews	User interviews to capture ways of working, processes, pain points and desires for end users. Number dependant on size of organisation.
User survey	In depth survey to capture further information from end users.
User personas	A selection of user personas based on ways of working.
Persona assessments	Assessments based on individual personas to map old processes to new. Number of assessments and session to be delivered dependent on size of organisation.
Stakeholder immersion sessions	Stakeholder session to immerse key stakeholders in the technology and an improved employee experience.
Art of the possible – future planning session	Taking findings to date, we'll showcase the art of the possible, highlighting what future phases could look like and how we can improve the employee experience through Teams.
Planning	
Change strategy	Strategy capturing vision, objectives and strategic actions to enable change.
Change plan (Communications, Training, Champion and Stakeholder, Resistance management plans)	Tactical plans with timelines.
Creative launch campaign (design and copy)	Creative collateral to raise awareness and create desire, may include T-minus copy, email banners, digital postcards, gifs, posters and launch video.
Customisation to learning pathways	Scope dependant on requirements. As a minimum, we'll apply some light touch branding to ensure the Learning Pathways sites looks and feels part of the client's internal brand.
Branded training videos	Based on core O365 tools in scope, we'll tailor and brand a selection of training videos.
Champion recruitment – collateral and support	We'll support recruitment activities for champions, create tailored guidance and host these in a space where champions can access the information and work as a network.
Sponsor and Stakeholder playback sessions	Time to playback approach to the sponsor and stakeholders to ensure they're comfortable with our approach and have a chance to feed into the plans.
Deployment of X 1 Teams App template	As part of the planning phase, we'll deploy 1 Teams App template to support core objectives and new ways of working.

CHANGE & ADOPTION PACKAGES

ACTIVITIES MATRIX

Task	Description
Implementation	
Champion management & support	Ongoing champion activities, including champion recruitment, briefings and workshops.
Stakeholder management & support	Ongoing stakeholder management activities including ‘white glove’ training (where required), updates and briefings.
T-minus – launch comms	T-minus launch comms to raise awareness and create desire. Channels dependent on clients internal comms channel matrix.
Launch video	Animated launch video linking pain points to desired ways of working through Teams and the other O365 tools.
Launch support	Hands-on launch support, in person or remote (depending on location and according to guidelines).
Remote training	Remote Teams training sessions.
Workshop training	In person, or utilising Teams break out rooms to deliver training focussed on helping teams to work together collaboratively.
Champion training / management	Ongoing champion management, including adhoc support, structured training, briefing sessions and knowledge sharing sessions.
Reinforcement plan	Reinforcement plan detailing recommended activities to continue to reinforce the change, eg case studies, ongoing training opportunities.
Reinforcement	
Quarterly adoption assessment	Our assessments focus on adoption, we’ll delve into your O365 adoption report to understand areas requiring support, champion interviews to gauge success and gather requirements, stakeholder session to gauge success and gather requirements.
Monthly online training sessions	Teams training sessions focussed on new features.
Quarterly reinforcement campaign	Quarterly campaigns to continue to drive adoption but specific to client’s core business objectives, eg wellbeing, accessibility.
Monthly champion check-in sessions	Monthly sessions with the champions to ensure they remain engaged.
Move to Teams specific	
Gap analysis & other tools review	As part of the output from the discovery activities, a mapping exercise will be undertaken to align the tech and current use cases to the new world in O365.
Additional interviews for content owners	Content owner interviews to understand ways of working and motivation behind engaging with the migration process
Migration approach and plan	Articulation of the approach across the different tools to be migrated, as well as a plan and timelines to accommodate the migration
Pilot plan	Training, communication and stakeholder change plan, which will be extensible for multiple waves and pilot.
Pilot collateral and support	Content to support the first pilot, including T-minus communications, training collateral
Frontline specific	
Pilot planning	Pilot approach and plan, communications and training collateral, remote support set up (Teams support Team), deployment of Teams app templates X 2
Pilot support:	Pilot briefings, weekly polls and detailed survey, post-pilot analysis and evaluation, roll-out timeline and strategy.

OFFICE 365 ADOPTION

THE CHALLENGE

- To ensure the roll out of Office 365 improves communication and collaboration across Co-op, including HQ, Funeralcare and Retail.
- Disengaged champion network.

THE APPROACH

- User needs assessment to understand current ways of working and pain points.
- Roll out of tools specific to user needs with a focus on Teams, Yammer and OneDrive.
- Bespoke, easy-to digest training provided on a self-service site (modern).
- Bespoke training sessions delivered and recorded to support self service.
- Engaging campaign and communications
- Reusable approach
- Tailored approach to Funeralcare frontline teams

THE RESULTS

- ✓ Super healthy adoption stats.
- ✓ We're now in a position to further adoption of Power Platform by building a citizen developer network.
- ✓ The next focus is on frontline workers, including a wellbeing campaign and engaging with frontline retail workers.

Schedule your breaks
Take your breaks! This allows your mind to rest, recharge and refocus, improving your productivity for the rest of the day.

1 It's important to give yourself time to take a break throughout the day

2 An easy way to do this is to set a recurring appointment in your calendar.

3 By scheduling your breaks, you can stay in control of your calendar, and your colleagues can see if/when you're having a cuppa or a bite to eat.

co op

"It would be so much easier if we could keep our notes and files in one place we can all access."

Teams

Use Teams to build a collaborative digital workspace that works for you.

Chuck your old, clunky processes onto the Bonfire and let **Teams** rocket your productivity

What can I do with Teams?

- ✓ Customise your Team by adding the apps you need
- ✓ Reach colleagues instantly with Teams chat
- ✓ Access your OneDrive files within Teams to save you hopping from app to app

co op



OFFICE 365 ADOPTION

THE CHALLENGE

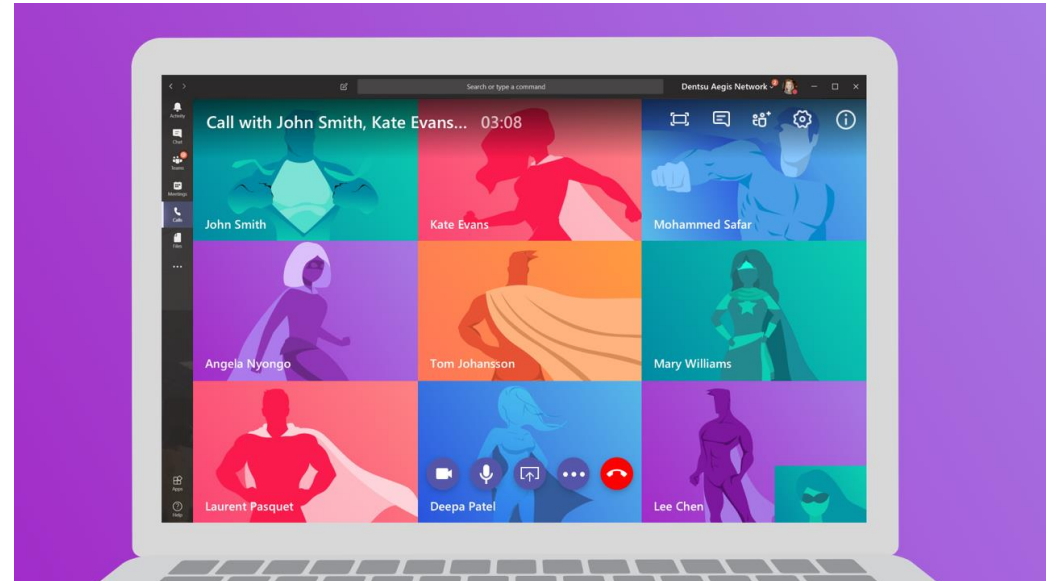
- DAN initiated a programme of work in 2019 to boost Teams adoption across the network as they moved towards Teams only.
- Numerous collaboration tools including Dropbox, Box and Slack were also in use across the network.

THE APPROACH

- WM was tasked with building sustained and ongoing adoption of Teams at DAN and work concurrently with the migration and hardware projects to optimise and embed DAN's use of Teams.
- With Microsoft colleagues embedded in the DAN network, and key DAN DWP stakeholders enabled as TAPs members, the Teams product team also had direct insight into and impact on into the rollout.

THE RESULTS

- ✓ **50% increase** in Active Teams adoption
- ✓ **Successful proof of concept** enabled in Germany
- ✓ Managed the Change Management for **migration of the first 25%** of DAN colleagues from Skype to Teams



EMPLOYEE ENGAGEMENT APP ON TEAMS

THE CHALLENGE

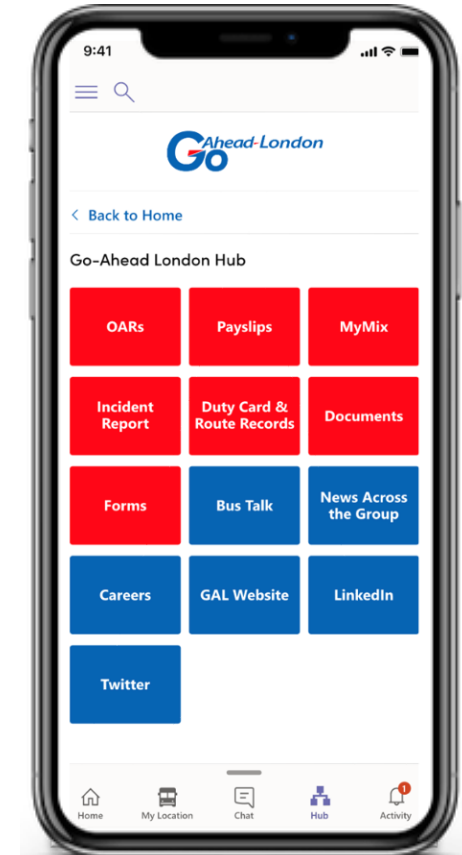
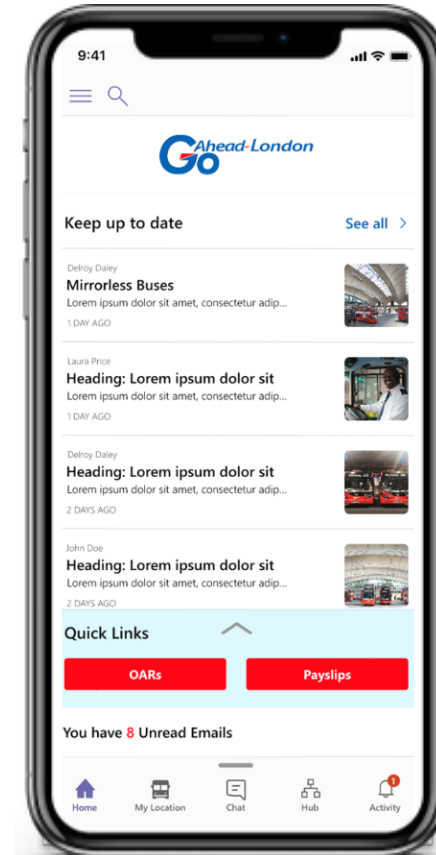
- GoAhead London were unable to communicate effectively with their drivers who are always on the move.
- The only way to communicate with their frontline staff is via their mobile devices.
- Teams as a standalone app not fit for purpose.

THE APPROACH

- WM Reply partnered with Microsoft to build a mobile app leveraging Teams as the base and applying custom development to fit GoAhead requirements.
- The Homepage, Hub and My Location built under 'Developer Preview'.
- Champion presence in garages to support training.

THE RESULTS

- ✓ **8,000+** drivers using the app.
- ✓ **Working closely** with Microsoft and the client.
- ✓ **Front line workers** put first.



TEAMS OUTBOUND BROADCASTING SOLUTION

THE CHALLENGE

- Current broadcasting system for sending incidents, alerts and status updates is out of date.
- An improved system aimed to increase productivity, reduce costs and lead to internal improvements.

THE APPROACH

- Persona-led approach.
- Scenario mapping to articulate the benefits of the new system.
- Envisioning workshop to capture capabilities that must be maintained.
- Teams used as the front end for Senior Operating Officers to compose and manage messages.
- Recipients receive messages via Teams, SMS and email.
- Power BI used to generate service reports and dashboards.
- SLATE funded application for front line workers.

