

# COLLABORATION ASSESSMENT

CUSTOMER SUCCESS PROFESSIONAL SERVICES



**Working together.** Everywhere

# CUSTOMER SUCCESS PROFESSIONAL SERVICES



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*We enable organizations around the world to be more successful by focusing on their greatest asset: people.*

*Creating inclusive collaborative engagements, anywhere.*

**Dirk Stevens, Team Lead Customer Success BLX**



# FULL COLLABORATION ASSESSMENT



Success Canvas	Interviews & Persona's	Survey	Maturity Grid	Threats & Opportunities	Advisory Report
<p>2-hour workshop</p> <p>To get a great start is to align on common goals and understand what success means in the short and long term.</p> <p>In this workshop we ideally touch on IT, Facility and HR perspective to gain real insight.</p>	<p>10 20-minute interviews</p> <p>Understanding peoples workflows &amp; needs and how they work is to talk to them.</p> <p>People are tired of new technology because they don't understand the need to invest, or the investment was made without their values in mind.</p> <p>Personas are developed to get a good sense of the needs, pains, beliefs and behaviors.</p>	<p>2-3 minute survey</p> <p>Getting data from a large group of future users is invaluable. By doing a survey we get real data and know possible obstacles and things we don't need focus on.</p> <p>Combining this data with the success canvas and interviews we now really getting somewhere.</p>	<p>Deliverable</p> <p>Now we have real insight on the users we can plot them on our ADKAR based maturity grid. In this grid we visualize the maturity of users on two axis;</p> <p>ADKAR level Are people able to operate the new tech? Do they understand?</p> <p>PROCESS level Is the company and are the teams ready on a process level? Do we work in a hybrid-ready way?</p>	<p>Deliverable</p> <p>Outside people and technology also environmental issues can arise. Some obstacles that prohibit widescale adoption can be non-technical in nature.</p> <p>Issues like policies, gaps in use-cases, bad home connections, lack of availability and more can really hurt long time success.</p>	<p>Deliverable</p> <p>All we've learned and discovered will be presented in a comprehensive manner.</p> <p>Based on the results we'll present;</p> <p>The results themselves, onboarding plan and advice on route to take in regard to technology and future, communication etiquette and policies.</p>

# Working together. Everywhere

## Why Kinly?

Bringing people & technology together for better productivity wherever the work happens – because great things happen when people work together.

### 01 EXPERIENCED

Dedicated expertise in planning, supplying, integrating and managing market-leading visual collaboration services.

### 02 PROVEN

Globally recognised businesses relying on us for secure and flexible meeting and collaboration services.

### 03 INDEPENDENT

A leading partner with the world's top vendors to deliver the best choice of solutions for public and private sector businesses.

### 04 SCALE

An end-to-end provider of workspace transformation services worldwide.

