



Managed Adoption for Office 365

Business challenge

Cloud technologies present IT with the challenge of supporting end users on platforms that are constantly changing — Microsoft® Office 365® is no exception. When change is not addressed, support resources spend most of their time on how-to questions instead of proactively resolving issues. That means the rest of IT ends up providing support instead of focusing on strategic initiatives and misses out on the benefits that user adoption provides, such as improving competitive advantage, achieving project success and maximizing Return on Investment (ROI).

Our solution

Resolving these issues begins with having a plan for continuously managing training, communications and adoption for Office 365. Insight's Managed Adoption service goes beyond training to nurture an engaged culture of continuous learning. Our adoption specialists manage communications, training and adoption campaigns using our Software as a Service (SaaS) adoption and training solution. You'll also receive regular updates on upcoming end-user-facing changes with recommendations for how IT can best address major governance decisions.

Our flexible services enable outcomes that meet your needs:



Fully managed communications, training and adoption campaigns



Visibility of upcoming Office 365 updates and their implications



Adoption metrics analysis and action plans



Access to our SaaS adoption and training solution

Maximize the value of Office 365 for your users with our Managed Adoption service.

Insight's Managed Adoption for Office 365 service is built on our SaaS training and adoption platform. The solution helps organizations transform the way they interact with Microsoft tools. It's the only learning solution that goes beyond traditional software training to help users change old habits and perform quality work faster.

- Go beyond how-to content with customizable end-user training and adoption campaigns.
- Target unengaged users and those resistant to change to encourage continuous learning.
- Measure results through adoption and Office 365 usage metrics.

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Benefits

- Refocus IT on innovation and strategy.
- Reduce support costs.
- Improve employee engagement and satisfaction.
- Boost ROI and competitive advantage.
- Manage ongoing change.

Our partners



Related services

- Managed Deployment
- Managed Office 365
- Modern Desktop Services
- Workplace Services
- Service Desk

Service components and options

Our team manages ongoing communications, training and adoption activities specific to the Office 365® applications that are deployed in your environment.	Standard	Comprehensive support  - Adoption portal access and portal management - Onboarding activity that includes organizational change management planning - Communications and training campaign management for up to 4 stakeholder groups - Quarterly metrics and adoption plans - Monthly newsletter highlighting end-user-facing changes and relevant governance decisions
Get branded and customized communications, training and adoption activity specific to your organization.	Premium	Customized support  - Customized support of the features listed above, including custom branding and communications review and approvals - Advisory hours (4/month) for assistance with adoption activity not defined as part of the regular service

A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop fresh solutions and processes. We'll help you manage today's priorities and prepare for tomorrow's needs.

 Global scale & coverage	 Operational excellence & systems	 Software DNA	 Services solutions	 Data center transformation	 Next-generation tech skills	 App dev & IoT expertise	 Digital platform	 Partner alignment
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About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce to work smarter, optimize your business and create meaningful experiences.