



## ENSURE A SMOOTH TRANSITION WHEN ADOPTING TECHNOLOGIES FOR YOUR ORGANISATION

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### WHAT ARE MICROSOFT ACM SERVICES?

Microsoft ACM Services assists customers with the adoption as well as the value realisation of Microsoft technology. It enables business transformation that offers top-class productivity and collaboration tools.

### HOW DOES IT WORK?

#### A three-phased adoption approach

A three-phased approach to customer adoption-envison, onboard, and drive value — provides the foundation to help you guide your customers successful Office 365 transition.

#### ENVISION (PRELAUNCH)

Understand the context of the organisation, define the scope and objectives of the change, and identify who will drive the change forward—prioritising groups affected and defining the new behaviors required to achieve customer business outcomes.

During this phase, you'll also complete the development of the change management plans and work on related detailed activities.

#### ONBOARD (LAUNCH)

With the blueprint defined in the envision phase, you now have the plans and activities necessary to implement change.

The Office 365 service is available, and early adopters make the transition.

Stakeholders begin communicating, managers engage their workforces, training [contextualized to support how people can transition and adopt new ways of working] is available and delivered.

The workforce begins to adapt to new ways of working.

#### DRIVE VALUE (POST-LAUNCH)

WIn this phase, feedback from the workforce is gathered, the business outcomes (defined during the envision phase) are measured, and any necessary corrective action is identified and implemented within your established plans.

Feedback is essential to identify the corrections that may be needed in the adoption approach.

Feedback also enables additional benefits, improvements in ways of working, and recognition of how future capabilities should be introduced.

## BENEFITS:

1. Prosci® certified Microsoft ACM practitioners.
2. Partner-centric to promote accelerated growth.
3. Skilled in seamlessly blending into an organisation's culture.
4. Enhances the value of a client's Microsoft investment while reducing risk.
5. Technologies yield enterprise-wide productivity gains.



## OPTIMISATION

- Reporting on technology adoption and identifying areas for support
- Automated Microsoft Teams tips sent directly to end-users via chat functionality
- Intelligent training on the collaboration features and functionality

## SUPPORT

- Help to identify change-resistant users and their challenges
- Detailed communication and training plans to drive Microsoft Teams project success

## PLANNING

- Interviews with project sponsors to establish project objectives, parameters and KPIs
- Coaching webinars to guide team managers through the change process

**Microsoft ACM Services** are available nationwide. To find out how **Microsoft ACM Services** can help your organisation, speak to your account manager.