Microsoft 365 - Our adoption program

1uur.nu

- 1uur.nu specializes in the adoption of Microsoft 365. To this end we focus on digital skills, collaboration, productivity and work processes.

- We work with your digital environment, your policies and your vision of the modern workplace. In such a way that the people in your organization can use their digital resources easier, faster and better, and collaborate more easily.
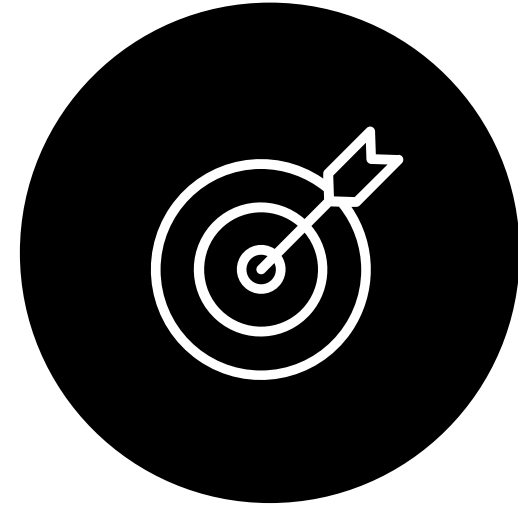
Our values

Practical

Be yourself and simply do as promised. We believe that straightforward always works in the end. What sets us apart is our targeted, practical and result-focused approach.

Personal

We feel personally involved with our clients and each other. We respect our participants' personal work processes and take these as our point of departure.

Effective

We focus on the effective use of resources to achieve the highest possible ROI – for our client, for our participants and for ourselves.

Our adoption program

- Through a tailor-made approach, focused on the usage, and supported by expertises of Microsoft 365 solutions, we support employees to embrace new ways of working.

- Discover how our Microsoft365 Adoption program ensures that we effectively support your business to drive end-user adoption and maximise your Return on Investment (ROI).

- **Our standardised program includes:**
- Step 1: Insights, choices and approach
- Step 2: Proof of Concept
- Step 3: Organisational scale-up

Services & Timeline

Vision, Strategy & Approach	Proof of Concept	Organisational Scale up

Insights
ModernWork-Scan, Intake, interviews and reading

Envision
Ideation and inspiration session
Training and coaching experience

Workshop(s)
Report out insights and envision
Adoption vision and strategy
Define scenarios and rules of engagement

Setup
Adoption approach and planning
Governance, policies and project team

Inspiration, Coaching & Training
Teams training with scenarios, 1-on-1, virtual floorwalking, (app)training, webinar

Support
Functional support desk / train helpdesk
Ambassadors program
Organise governance and compliance

Self-support
FAQ's, tips & tricks, user guides, video platform, chatbot, serious gaming

Setup
Tailored Approach for full scale

Execute tailored approach
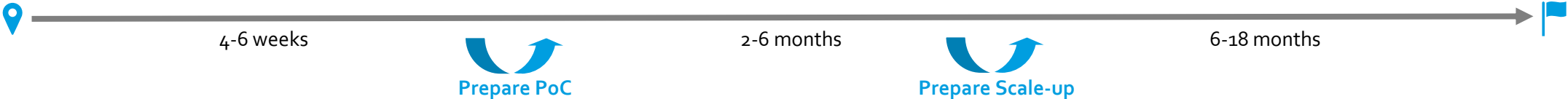Coaching & training, support, self-support
Define new routines and processes

Hand-over
Implement adoption academy
Train-the-trainer
Train and badge ambassadors
FAQ's, tips & tricks, user guides
Governance and compliance

Secure knowledge and quality
Knowledge training, quality assessment

Adoption Consultancy (expertise, change, communication) & Adoption Management (execution, reporting, improvement)

Develop skills & change behaviour	Develop scenarios & working routines	Integrate business processes

4-6 weeks   2-6 months   6-18 months

Prepare PoC   **Prepare Scale-up**

How we drive change with ADKAR

Individual is aware	Individual has a desire to change	Individual has the right knowledge	Individual has the capability to change	Individual continuously develops skills
Awareness	**D**esire	**K**nowledge	**A**bility	**R**einforcement
set baseline, activate employee, share why	set ambition, set goals	personalized knowledge offer	personalized support offer (skills)	measure progress, share results

Inventory		Self-service		
Inspiration		Support		
Communication	Training & Coaching			Communication

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