

User Adoption for your Digital Workplace

OUR APPROACH TO MAXIMIZING PRODUCTIVITY, ENGAGEMENT
AND DIGITAL WELLBEING



we believe people deserve
great digital experiences

Employee Experience Management

Our services



a.

DIGITAL WORKPLACE STRATEGY

USER ADOPTION & TRAINING

GOVERNANCE



Communication



Collaboration



Process,
Case & Apps



Learning &
Knowledge



Insights
& Wellbeing

Migration

Customization & Integration

Security & Compliance

Service Center

Long Standing Partnerships in Employee Experience Management

Success Stories Across Industries & Geographies

a.

 Tessenderlo Group
EVERY MOLECULE COUNTS

 profel
RAMEN & DEUREN

 Jan De Nul
GROUP

 Belfius

 Ahold
Delhaize

 FSMA
AUTORITÉ
DES
SERVICES
ET MARCHÉS
FINANCIERS

 VLAAMSE
MILIEUMAATSCHAPPIJ

 DOMO

 Van Marcke

 ENEXIS

 ethias

 fnac
 Vanden Borre

 District

 MEDECINS
SANS FRONTIERES

 VYNOVA

 uni
per

 UNILIN
FOR SMART LIVING

 SPUERKEESS

 Vandemoortele
shaping a tasty future

 KdG
Karel de Grote Hogeschool

 Nationale Loterij

 Spadel

 CFE

 DAIKIN

 DONNER & REUSCHEL
PRIVATBANK SEIT 1798

 Multipharma

 Aquafin

 Provincie
Antwerpen

An aerial photograph of the New York City skyline at dusk. The Empire State Building is the central focus, its spire reaching into a sky filled with soft, blue and purple clouds. Other skyscrapers are visible, their windows glowing with warm yellow light. The city's lights reflect on the water in the distance. A semi-transparent blue circular graphic is overlaid on the right side of the image.

Why Invest in User Adoption for Microsoft 365?

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If properly rolled out, Microsoft 365 can have a **tremendous impact** on the digital productivity, engagement and wellbeing of employees.

Observations in Microsoft 365 Rollouts

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Shadow IT is often prominent



80% of employees admit to using their communication or document sharing tool of choice, even if IT doesn't support it.

A digital workplace is more than technology



'Switching on' Microsoft 365 has never led to a successful rollout.

People don't 'automagically' change



Resistance to behavioural change is normal, and it requires **time** to avoid reverting to old habits.

Change management is no one-size-fits-all



People adopt change at their **own pace**: every organization has innovators and laggards.

An aerial photograph of the New York City skyline at dusk. The Empire State Building is the central focus, its spire reaching into a sky filled with soft, blue and purple clouds. The city's lights are beginning to glow, reflecting on the water in the distance. The text 'Acolad as your User Adoption Partner' is overlaid in a large, white, sans-serif font, centered horizontally and partially obscured by a semi-transparent blue circular graphic on the right side.

Acolad as your User Adoption Partner

Our Differentiators

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1

Proven Methodology

Prepare – Implement – Nurture

2

Certified Consultants

Prosci Adkar –
Microsoft Service Adoption Specialists

3

Data-driven Insight

Progress Tracking –
Continuous Improvement

The Acolad User Adoption Methodology



Step 1 Prepare



Assemble teams

We define the **sponsors, core team, champions** and **subject matter experts** (IT, HR, communications, ...).

Especially **champions** are carefully selected based on skills and behaviour.



Discover key processes

From both the **strategic and employee perspective**, we define the **priorities and key processes** that will drive how Microsoft 365 will be successfully adopted by the organisation.



Create success plans

Based on the input from the previous step, we **collaboratively** create the success plans for champions management, training, support, communication, and monitoring & continuous improvement.

Organizational **culture**, current **pain points** and **urgent needs** are taken into account.

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Step 2 Implement



Launch platform

We make sure everything is in place from a technical point of view for a **successful rollout** of Microsoft 365.

Different Microsoft 365 applications are typically made **gradually available**, based on user needs.



Execute success plans

The different **workstreams** are planned based on priority.

Each workstream is typically delivered in a **sprint**, with specific **training, support and communication**.



Assess and adjust success plans

Based on feedback and the outcome of the prior sprints (*what worked and what not?*), we continuously **assess success and progress**.

Adjustments to the plan are put into place for upcoming sprints to optimally **adapt to the organization**.

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Step 3 Nurture



Monitor, report & continuously improve

We set up a mix of employee feedback mechanism and usage statistics to get **deep insight** into what works well and what can be improved.

Improvement points are turned into concrete **action plans**.



Introduce new workstreams

Microsoft 365 is **evolving** all the time: new features or even complete apps are added, and existing features can be modified or even removed.

We set up a structure to monitor what is changing, to assess what is bringing added value and to make sure your organization is **fully benefiting with minimal risk**.



Nurture community

The digital workplace team, and especially the champions, will need to be kept **up-to-date and inspired** to fulfill their role.

We set up a structure to guarantee the community is kept alive-and-kicking in the long run.

An aerial photograph of the New York City skyline at dusk. The Empire State Building is the central focus, its spire and upper floors brightly lit with yellow and orange lights. To its right, the modern, glass-clad One World Trade Center stands tall with its blue-tinted spire. The surrounding city is a dense collection of skyscrapers, many of which have their windows glowing with interior lights. The sky is a deep blue with scattered white clouds, and the overall atmosphere is one of a bustling metropolis at twilight. A semi-transparent blue circular graphic is overlaid on the left side of the image, partially framing the text.

Stories from our Customers

Flanders Environment Agency



Strategic digital workplace consulting

- Define the digital workplace landscape
- Optimal use of multiple technologies (O365, Alfresco, Plone)
- Integration options



Technical Microsoft Teams roll-out support

- Migrating from Skype for Business to Teams
- Security & Compliance configuration
- Back-up & Restore
- License management



User adoption programme for 800 end users

- Organisational structure for adoption with champions
- Communication plan
- Training
- Setup support tooling (Yammer, videos, forms)
- Productivity analytics & optimization

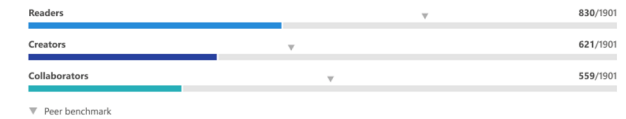


Governance programme

- Information architecture design
- Teams governance tooling integration

26% of people in your org collaborate with online Office files

When people create and read files online, they are more likely to collaborate online as well. We define content collaboration as one person creating and sharing an Office file, and then at least one other person reading it. This data contributes to your overall productivity score. [How we calculate your score](#)



Explore how your org collaborates

33% of people who use Office create files in OneDrive or SharePoint

Creating files in OneDrive or SharePoint means they're backed up, available from other devices, and set up for real-time collaboration.



Send this video to your users:
[Why store files in the cloud?](#)

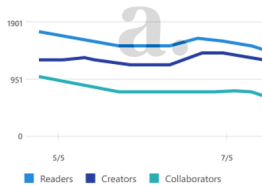
20% of people shared files as an email attachment

Sharing a link to a file instead of attaching a copy in email makes sharing more secure and allows people to collaborate in real time.



Send this article to your users:
[Collaborate in Outlook](#)

Number of readers, creators, and collaborators

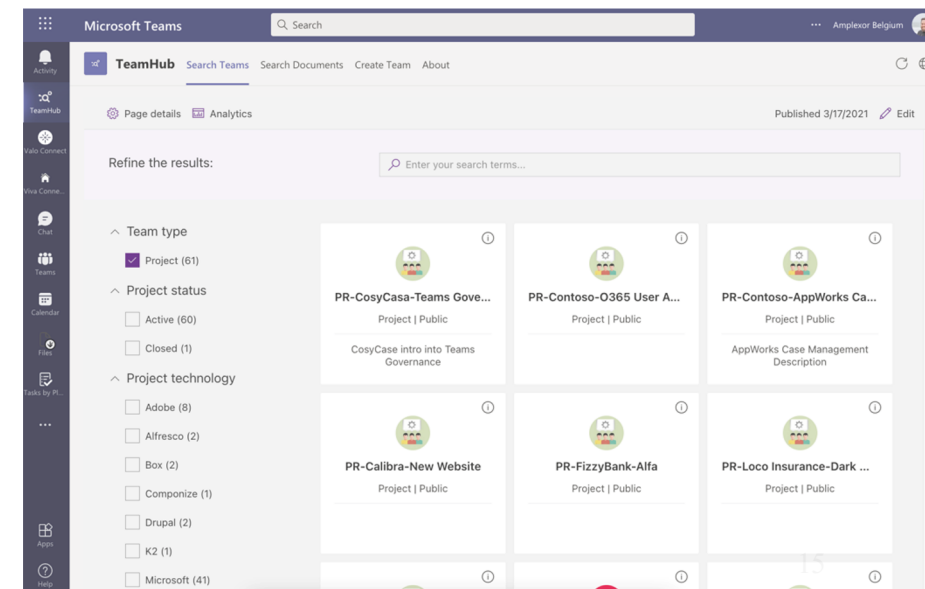


88% of people collaborated on 4 or more Office files

Invite people to learn about saving and sharing files in the cloud, co-authoring in real time, and collaborating with @mentions.



Send this video online to your users:



Domo Chemicals



O365 information architecture & governance optimization

- What to use when: Teams vs Yammer vs SharePoint
- Increase engagement within Teams
- Set up templates based on Team types: channel structure, apps, folder structure,...



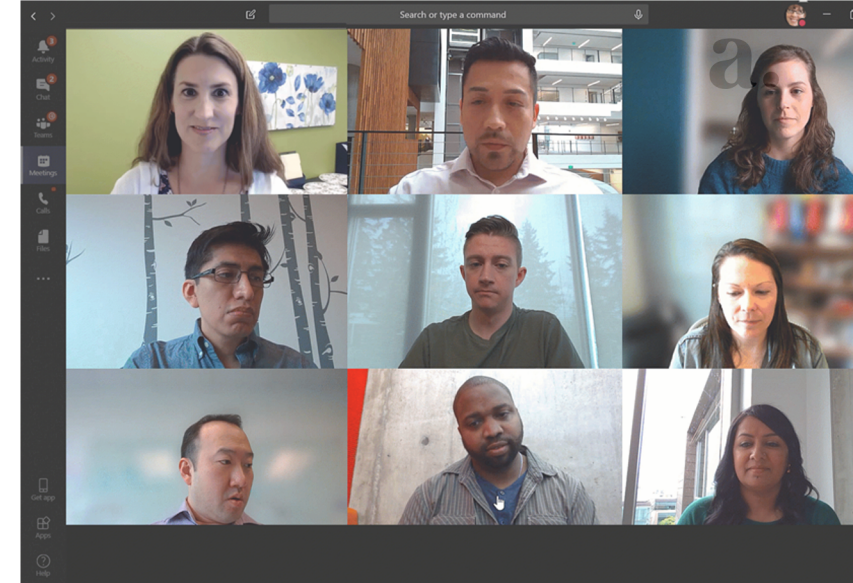
User adoption programme for 1500 end users

- Extensive online training programme: OneDrive, Teams, SharePoint, MS Office tooling
- Organized in different languages (EN, FR, DE)
- Advise around internal continuous change set-up for O365
- Implementation of tooling: training center, intranet pages on tips & tricks, analytics and continuous optimization



Power Platform: architecture and usability audit

- Architectural audit for SAP Concur Power App
- UX design/adoption review and optimization



a.

Thank you

The background features a large, dark blue, stylized letter 'a' that serves as a frame for a grayscale photograph of a busy city street with pedestrians. To the right of the 'a', there are large, overlapping abstract shapes in bright blue and light blue. A solid yellow circle is positioned in the lower right area, partially overlapping the blue shapes.

acolad.

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