ASEE 6Smart Steps

Adoption Methodology

All organizations need to develop a strategy for managing their growing volume of emails, documents and other content in the context of constant increasing number of projects, collaboration initiatives etc. By implementing ASEE 6Smart Steps, organizations can take advantage of all Microsoft 365 benefits in a tailored fit process that raises awareness and enthusiasm among the entire team.

a.see

Challenges

- **5 generations work together** and need different collaboration and communication tools to meet their needs
- **80% of employee time is spent collaborating on email**
- **Managers spend at least 1 hour per day every day** to follow up emails and team tasks
- Managers complain to find very difficult to track status on projects and team initiatives
- **Most of the enterprise companies have bought Microsoft 365 solutions, still adoption/ consumption rates are low**, and employees complain that they don't know how to use it

Ideal Solution

- **Define a general strategy to enhance collaboration and communication through paper-less, process optimization and share information in a centralized environment based on Microsoft 365 solutions**
- **Deliver an adoption program in the organization for users to easily identify the benefits of a collaborative environment and adopt new technologies**
- **Change the mindset of employees regarding collaboration by addressing key employees needs**

Desired Outcomes

- **Optimized communication and collaboration processes in the organization and transform Microsoft Teams in the hub for collaboration**
- **Automate internal processes**
- **Reduce redundant email trees across organization with 30%**
- **Save up to 20 minutes per day per employee from improved document collaboration**
- **Reduce the induction period for new employees/ new team members**

ASEE 6Smart Steps Adoption Process

Step 1

Organize workshops with key users

Gain relevant feedback from every type of employee – sales/ technical/ support

Workshops are moderated by external consultants

Step 2

(Re)Design the processes

(Re)Design procedures based on the feedback

Simplify and automate as much as possible

Start with small wins

Step 3

Deployment

Proof of Concept

Deployment

Step 4

Promote the solution

Organize an event – involve users in the process, create excitement

Advertise the solution (flyers, announcements, etc.)

Step 5

Train the trainers/ train the teams

Make sure people in the organization know how to use the solution – create know-how

A successful Microsoft 365 rollout focuses on helping everyone understand the benefits of working in a new way
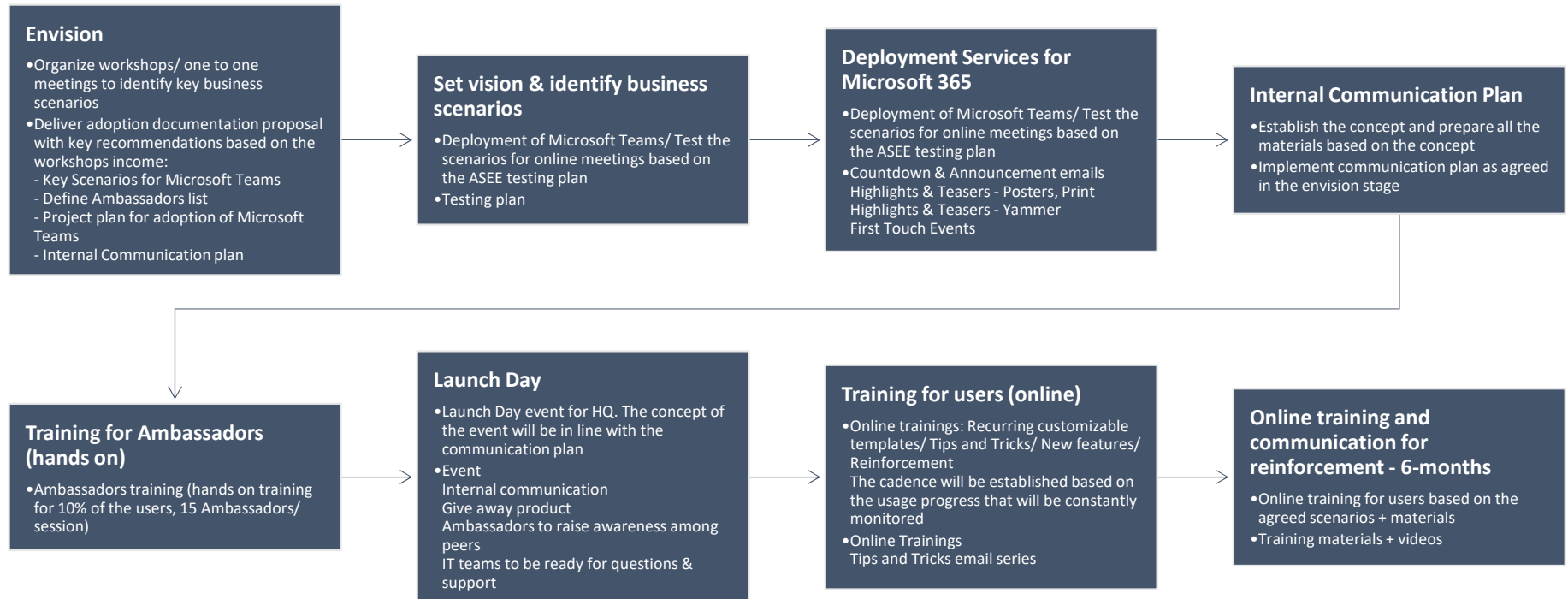
Organize quarterly trainings

Step 6

Gamification process

Create recurrence in usage

Envision
- Organize workshops/ one to one meetings to identify key business scenarios
- Deliver adoption documentation proposal with key recommendations based on the workshops income:
  - Key Scenarios for Microsoft Teams
  - Define Ambassadors list
  - Project plan for adoption of Microsoft Teams
  - Internal Communication plan

Set vision & identify business scenarios
- Deployment of Microsoft Teams/ Test the scenarios for online meetings based on the ASEE testing plan
- Testing plan

Deployment Services for Microsoft 365
- Deployment of Microsoft Teams/ Test the scenarios for online meetings based on the ASEE testing plan
- Countdown & Announcement emails Highlights & Teasers - Posters, Print Highlights & Teasers - Yammer First Touch Events

Internal Communication Plan
- Establish the concept and prepare all the materials based on the concept
- Implement communication plan as agreed in the envision stage

Training for Ambassadors (hands on)
- Ambassadors training (hands on training for 10% of the users, 15 Ambassadors/ session)

Launch Day
- Launch Day event for HQ. The concept of the event will be in line with the communication plan
- Event
  Internal communication
  Give away product
  Ambassadors to raise awareness among peers
  IT teams to be ready for questions & support

Training for users (online)
- Online trainings: Recurring customizable templates/ Tips and Tricks/ New features/ Reinforcement
  The cadence will be established based on the usage progress that will be constantly monitored
- Online Trainings
  Tips and Tricks email series

Online training and communication for reinforcement - 6-months
- Online training for users based on the agreed scenarios + materials
- Training materials + videos

6SMART STEPS ACTIVITIES FOR A SUCCESSFUL ADOPTION PROCESS

ASEE 6Smart Steps – Customer Success Story

REGINA MARIA
REȚEAUA PRIVATĂ DE SĂNĂTATE

Vertical: Healthcare

Win: May 2019

REGINA MARIA is the only medical provider in Romania with three internationally accredited hospitals.

It has recently digitally transformed into a more tightly integrated and responsive organization using a combination of key Microsoft Dynamics 365 for Sales, Teams, and chatbot technologies. This is helping its many customers, as well as its sales, administrative, and clinical staff.

Win Results

REGINA MARIA is using Microsoft Teams to improve collaboration and information sharing between doctors. "Not only are we increasing the speed and rate of response to customer feedback, we are also boosting efficiency in our management and solving of complex medical cases," says Cosmin Panaete - Business Processes Director.

https://customers.microsoft.com/en-us/story/739907-regina-maria-dynamics365-microsoft-teams-romania