

Adoption and Change Management

Ensuring Successful Business Outcomes by Effectively Managing the People Side of Change

Organisations only get value from their technology investments if they are widely adopted and optimally used. We have observed over many years that achieving this is complex, especially inside large organisations. It requires careful attention and sound execution across the technical, process and people dimensions.



We help organisations achieve their desired business outcomes by increasing adoption through effectively managing the people side of change.

For instance, use Microsoft Teams to:

- Increase productivity
- Improve collaboration
- Enable innovation



The successful adoption of Microsoft Teams represents a change in behaviour. It is more than a new application—it is a fundamentally different way of working. This change is about people.

Our Services

Adoption and Change Management

We cover the entire change lifecycle including discovery and assessment, strategy design as well as implementation and value expansion.

Envisioning and Scenario Mapping

“Art of the Possible” presentations and immersive experiences to educate and excite on key capabilities and uncover business use cases and priorities. Detailed mapping of the use case scenarios to product and platform capabilities.

Learning and Enablement

Scenario based experiential learning engagements and internally deployed self-service learning pathways

Adoption Accelerators

Introducing a Genius Desk and Floor Walkers during key project events provide increased user confidence which translates into enhanced speed of adoption.

Get started with a Microsoft Cloud Accelerator Workshop

Available across a number of Modern Work or Employee Experience areas. The workshops start with “Art of Possible” to surface prioritised scenarios and then build an actionable plan to accelerate time to value.

Outcomes Engineering

We start with agreement on the required business outcomes. Then we organise and execute all activities towards achieving them. Business value is the goal, planning makes it feasible, management makes it achievable, metrics make it tangible.

We follow a consistent proven methodology applied by our experienced Prosci Certified Change Practitioners who specialise in adoption and change management for technology projects.



We achieve Return on Investment through accelerating user adoption, expanding utilisation and ensuring user proficiency.



Managing the people side of change



- Business benefits are contingent upon successful technical deployment AND employees embracing, adopting and using the tools
- 16-30% of users are likely to require little help making a personal decision to embrace, adopt and use the tools the remainder will require assistance to make that choice
- Through Adoption and Change Management we ensure no people are left behind

Why Assento?

We view technology through the lens of human behaviour, employee experience and businesses benefit, but also have deep operational knowledge of the technologies. Our skills range across the people, process and technology domain ensuring we can address all the requirements. We are a Microsoft Adoption and Change Management Specialized partner and our Consultants are Prosci certified.

We don't sell or deploy technologies like Office 365. We help organisations achieve optimal business outcomes through Adoption and Change Management.