((CENTRIC))

O365 Adoption Framework
Centric Consulting, LLC

At Centric, we deliver unmatched client experiences that center on collaboration. Working together, we implement lasting solutions that work. Solutions that matter.

WHO WE ARE

We're a **business consulting** and **technology solutions** company that's been around for more than 15 years and we're building a company that will be here for 100 more.

13 Locations

Boston; Charlotte; Chicago; Cincinnati–Dayton; Cleveland; Columbus; Indianapolis; Louisville; Miami; Seattle; St Louis; Tampa; Gurgaon, India

32+ Practice Areas

Business Consulting, Technology Solutions, Industry Areas, Digital

'99: Year Founded

120 Million USD
(2017 revenue)

735+ Consultants

BOLD VISION to span 100 years

HOW WE WORK

Centric is dedicated to providing you with an **unmatched experience**. We are guided by our commitment to do what's right for you.

We bring an ideal blend of business and technology skills.

- Our range of talent brings in-depth knowledge of your business and market.
- We treat every project as unique and customize solutions to fit your needs, industry and desired results.
- We use our multi-faceted knowledge to approach challenges strategically.
- We have a 100 percent referenceable client base.

We take a collaborative approach to problem solving.

- We build consensus from the top down and bottom up.
- We know when to talk and when to listen.
- We flexibly integrate our team with yours for seamless delivery.
- We are serious about budgets and timelines and drive toward these goals with appropriate sensitivity.

We offer local delivery with firm-wide support.

- National service offerings harness the size and scale of Centric while bringing deep experience to local markets.
- Our multi-site delivery skills are coupled with onshore and offshore development capabilities.
- We offer solutions based on your needs, including role-based consulting, complete project delivery or work-stream delivery within large projects.
- Our employees are here to stay – Centric has industry-leading retention rates.

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WHAT WE DO

We are passionate about the intersection of business and technology. A blend of skills that result in **solid execution** and a partner with a wide **range of capabilities**.

INDUSTRY EXPERTISE

Energy and Utilities	Healthcare	Manufacturing/Products
Financial Services	Insurance	Retail
Government	Logistics /Supply Chain	Travel

BUSINESS CONSULTING

- Transform & Grow Your Business
- Improve Performance via Process Excellence
- Enable & Sustain Change

DIGITAL

- Define Digital Priorities
- Design Stunning Digital Experiences
- Improve Marketing ROI
- Accelerate Digital Innovation

TECHNOLOGY SOLUTIONS

- Technology Expertise
- Technology Delivery
- Technology Platforms

PORTAL & COLLABORATION

Centric's Enterprise Collaboration practice helps organizations work better together, enhance employee engagement, and improve collaboration across the enterprise.

40+ LOCAL RESOURCES

Real experience delivering Portal & Collaboration solutions across 13 geographies.

- Architects
- Developers
- Technical analysts
- Project managers

1 NATIONAL TEAM

Dedicated national portal & collaboration team serving all US clients.

- Strategy
- Architecture
- Development
- Managed services

1 OFFSHORE TEAM

Dedicated Centric India team mirroring our on-shore Center of Excellence.

- Outsourcing
- Managed services
- Development
- Reduced cost

5 INDUSTRY SPECIALTIES

Core system modernization, patient portals, financial collaboration portals.

- Energy/Utilities
- P&C Insurance
- Payer Healthcare
- Financial Services
- Manufacturing & Distribution

EXPERTISE & CREDENTIALS

Our technical expertise is **aligned** with **Microsoft's Cloud Strategy.**

Microsoft
Partner

Gold Cloud Productivity
Gold Collaboration and Content
Gold Enterprise Resource Planning
Silver Cloud Platform

Microsoft

MICROSOFT'S CLOUD OFFERING

PARTNER ECOSYSTEM

PRODUCTIVITY
Office 365

PLATFORM
Microsoft Azure
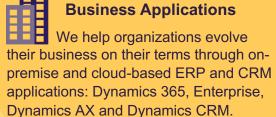
BUSINESS APPS
Microsoft Dynamics

Modern Workplace

Helping organizations understand the benefits of improving communication and collaboration.

- Platform Readiness
- Collaboration Adoption Strategy
- "Fast-Track" Software Selection
- Strategic Visioning & Roadmap
- Solution Design & Development
- Managed Services
- Security & Compliance

Business Applications

We help organizations evolve their business on their terms through on-premise and cloud-based ERP and CRM applications: Dynamics 365, Enterprise, Dynamics AX and Dynamics CRM.

- Advisory & Strategic Services
- Managed Services
- Implementation & Custom Development
- Program, Project, & Change Management
- License Optimization & Management

Data & Analytics

We help organizations make better decisions about their business by designing, developing and deploying intelligent solutions.

Business Analytics
- Cloud Data Platform Readiness & Strategy
- Big Data Expertise & Data Insights
- SQL Server 2016 & Advanced Analytics
- Apps & Infrastructure

Expert Cloud Solution Architecture
- DevOps Lifecycle Management
- Global IoT Scale Application Delivery

CAPABILITIES AND SERVICES

STRATEGIC VISIONING & ROADMAP
Strategically leverage portal and collaboration capabilities to empower and engage your employees. We're pragmatic – a long term vision is critical, and short, incremental wins build momentum.

SOLUTION DESIGN & DEVELOPMENT
Our roots are deep in application development. We get how difficult and yet important integrations are to the end-user. We leverage out of the box as much as possible.

CONCEPT DEVELOPMENT (POC)
We rapidly prove your solution ideas out with tools you have in-house. Our "jump-start" process takes just days, not weeks.

PLATFORM READINESS
Are you struggling to keep up with business demands on the functionality in your web, portal or collaboration platform? We'll help you determine whether it's time to upgrade, to re-platform or stay put.

"FAST-TRACK" SOFTWARE SELECTION
Microsites, B2C / B2B sites, improved intranets – they often mean selecting a new web content management (WCMS) or enterprise portal solution. We've developed a 'fast-track' process that gets to a short list "FAST."

COLLABORATION ADOPTION
Making collaboration work in the enterprise is more than just installing technology and telling your employees to use it to 'collaborate.' Our approach can help you move from the "WHY" to "HOW" in a few weeks.

MANAGED SERVICES
We support, manage and innovate our clients' portal and collaboration solutions. We provide expertise as-needed or through more structured managed services teams. Either way, we use ITIL and find we can support our clients' needs for solution innovation.

OFFICE 365 FRAMEWORK

Centric's innovative **framework to Office 365** Adoption, provides agility and flexibility and accelerates **business value**

Microsoft Partner
Gold Cloud Productivity
Gold Collaboration and Content
Gold Enterprise Resource Planning
Silver Cloud Platform
Microsoft

Office 365

OFFICE 365 ADOPTION FRAMEWORK

Centric understands that successful adoption of Office 365 requires organizational change, not just technical expertise. Our Office 365 Adoption Framework goes beyond configuration and migration to focus on adoption, governance, support readiness, and run-state operations.

DISCOVERY

- Understand the business plan
- Executive support
- Survey business units for interest and willingness
- "What's Possible" workshops
- Stakeholder workshops

ALIGNMENT

- Transform discovery to functional needs
- Align functional needs to SharePoint
- Prioritize based on most meaningful measures
- Identify gaps and potential solutions

GOVERNANCE

- Define what SharePoint "is" and "is not"
- Leverage existing policies
- Define governance teams
- Support organization

MEASUREMENT

- Establish measurement plan
- Configure system measurement tools
- Establish feedback mechanism
- Feed forward into strategy

ADOPTION

- Build prioritized iteration/release plan
- Communicate resource needs
- Publish plan to organization
- Define ongoing adoption strategy

ARCHITECTURE

- Technical architecture
- Technical team readiness
- AD & network readiness
- Installation & configuration

COLLABORATION STRATEGY HELPS ALIGN STRATEGY TO CORE VALUES

One of PolyOne's core values, collaboration, lies at the heart of everything the organization does. Debunking what collaboration is, defining it and then making it work better required a strategy, a plan and consistent coaching. Success came through a series of rapid pilots.

The Business Need
PolyOne wanted its entire global organization thinking about collaboration and applying it to their work. Divisions and business groups should understand the value of collaboration and leverage tools and techniques that foster and build collaboration.

To do this, PolyOne needed help to:

- Define collaboration at PolyOne giving it a concrete definition.

- Identify specific functional areas within PolyOne where collaboration would add value.

- Align functional areas to specific business cases.

- Develop a collaboration pilot roadmap.

- Ensure pilot participation goes beyond traditional IT groups. Collaboration requires broader participation.

- Provide coaching for the pilot projects, helping solicit feedback and share ideas from the projects.

Enter Centric
We helped align the organization around collaboration goals, designed the pilots, and quantified financial and employee engagement benefits.

- Our working sessions helped PolyOne define what collaboration is (and is not).

- We interviewed business groups, and individuals within IT to solicit what was most important in day-to-day collaborations. From this work, we developed a heat map of key functional areas (themes).

- Using the heat maps, we designed the pilot projects using existing software and tools saving PolyOne money and shortening the project completion time.

The Results

- A clear definition of collaboration, a specific roadmap to build momentum, and concrete business value tied to the use of tooling.

- Commencement of a pilot focused on Document sharing and document discovery. A key global group expected to save >$15M as a result of finding and sharing the 'right' documents.

- A strategy to improve communication for various groups. For example, it is now much easier for recent college hires to find each other and establish connections.

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ACCOLADES

We've been honored with several national and local awards that recognize our **growth, culture and community impact**.

National Distinction

Highest Rated CEOs – Glassdoor

Centric CEO Dave Rosevelt named among Glassdoor's Highest Rated CEOs. (2016)

Best Places to Work 2016 – Glassdoor

Ranked 15th in Employee Satisfaction on a list of 50 of the best small and medium companies to work for. (2016)

Inc. 5000 – Inc. Magazine

Ranked on the Inc. 5000 list as one of the **fastest-growing companies in America** for eight years. (2017)

Hire Power Award – Inc. Magazine

Ranked on Inc. Magazine's Hire Power Award listing that recognizes private companies **leading job creation in America**. (2012-2013)

Local Recognition

Cleveland NorthCoast 99

Recognized by ERC as one of Northeast Ohio's **best places to work for top talent** for six years running. (2012-2017)

Louisville Best Places to Work

Recognized by Louisville Business First as one of the Best Places to Work in Greater Louisville. (2016-2017)

Cincinnati Top Work Places

One of only 100 companies in the region to be Top Work Place where **employees feel appreciated at work**. (2015-2017)

Columbus Best Places to Work

Honored as one of Columbus Business First's **Best Places to Work** for five years running. (2013-2017)

QUESTIONS?

Contact Centric

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