

Changing Social.

STRATEGY & CHANGE.

About Changing Social.

Automation and Change Specialists.

A Microsoft Gold Partner focusing on the people side of digital transformation. Our mission is to transform organisations and the people within them, maximizing the full potential of Microsoft 365 through world-class automation and change management within days not months.

Gold
Microsoft Partner

yammer
Adoption Specialist



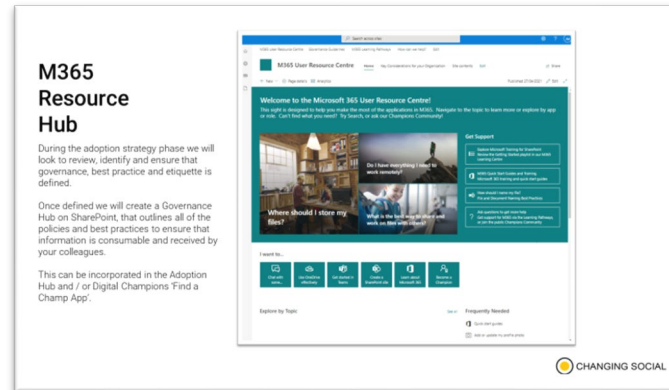
Adoption & Change Management Services

Adoption Strategy & Plan



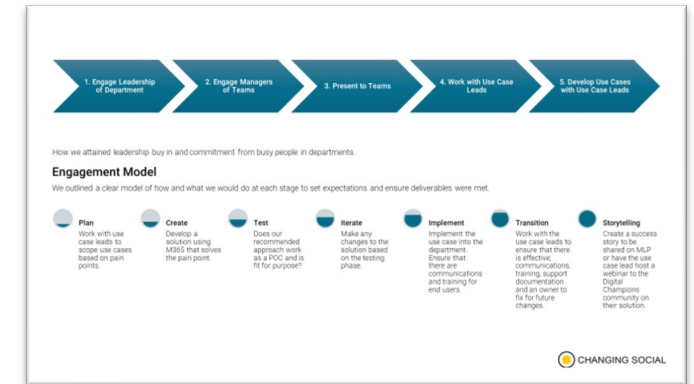
Developed in days and not months, by PROSCI certified Microsoft Adoption and Change Managers, based on years of experience.

M365 Resource Hub



Developed in partnership with IT to find the optimal point of productivity based on end user requirements and the business operational risks.

Use Case Realisation



We take a 'build with' approach to ensure that we're building change and transformative capabilities that last with our clients.

Adoption & Change Management.

Developed Within 30 Days

Adoption Approach

- Vision Setting
- Change Analysis
- Stakeholder Mapping
- Workforce Analysis
- Use Case Development
- Resistance Management
- Governance Resource Centre
- Engagement Approach

Adoption Plan

- Communications Plan
- Training Plan
- Engagement Plan

Options To Suit Your Needs And Budget

Change Management Days

All of the change management activities are informed by the previous outputs in the adoption approach and planning phases. Activities might include but are not limited to the following depending on the needs and budgets of your organisation:

- Communications Development
- Branded Learning Hub (Learning Pathways)
- Video Creation
- Microsoft Teams / Office 365 Training
- Accessibility & Inclusion Awareness Workshops
- Executive Engagement Training
- Discovery Use Case Workshops
- Business Processes Automation

ADOPTION APPROACH



ADOPTION PLAN



30 ADOPTION AND CHANGE MANAGEMENT DAYS



60 ADOPTION AND CHANGE MANAGEMENT DAYS



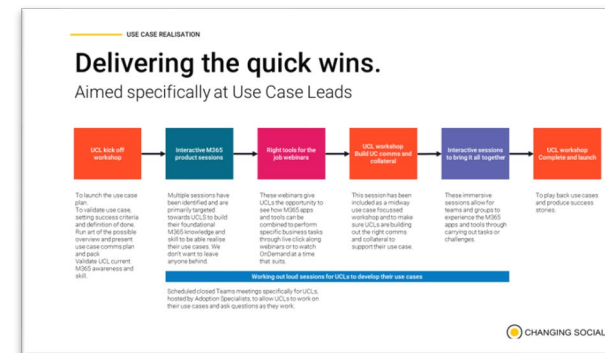
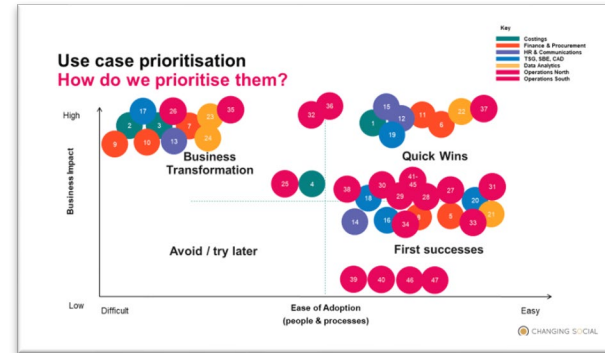
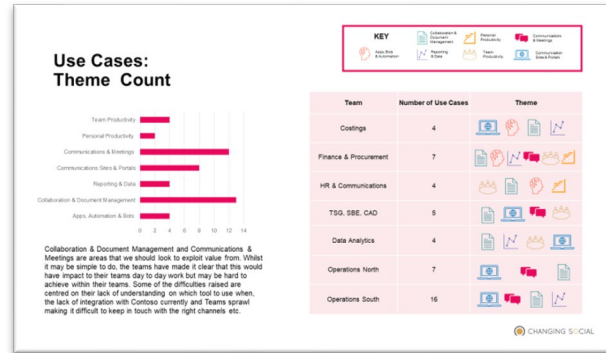
90 ADOPTION AND CHANGE MANAGEMENT DAYS



Example of Adoption Strategy & Plan Outputs

During a series of workshop we will define a comprehensive adoption strategy to ensure that we're aligned in our key messaging, focusing on delivering high impact use cases and are structured in our approach to ensure that we are collecting success every step of the way.

We would pay attention to the physicians who will be transferring to the Microsoft 365 licences.



Meet Bob, a busy Physician

Great technology gives me a competitive advantage. It helps me do my best work.

Physician Roles: Acute Care/Critical Care Surgical Intensivist, Cardiology, Neurology, Consult Liaison

Mobile 60% of the time. He represents 22% of the workforce.

"I'm a leader and influencer in my organization. I lead several project teams, often with customers and partners. I'm frequently on the go and need to be accessible 24/7. My devices give me the freedom to work anywhere. Even when I'm remote, I expect to access and share information as quickly as I would at my office."

RESPONSIBILITIES

- Lead strategic projects
- Tracking the competitor's offerings
- Locating potential new customers
- Align with company C&D decision-makers
- Lead and orchestrate company initiatives.

CHALLENGES

- Most customer information is only available while I'm in the office
- Working with a remote team can be challenging
- I need to be productive on any device any place
- Spreading information is hard
- I wish IT security policies would be less restrictive.

WORKSTYLE

- Mobile: 60%
- Personal Mobility: 22%
- Personal Collaboration: 18%
- State Dependency: 10%

NEED & WANTS

- I live by my phone and notebook
- I need to work on projects with remote team members
- I need access to my project information system from any place and any device
- I need a device that's able to connect to my email and documents no matter where I am
- I need a fast right SME within the company for any problem any time
- I want to use the same device at work as do at home.

Bob's Workstyle

Great technology gives me a competitive advantage. It helps me do my best work.

Physician Roles: Acute Care/Critical Care Surgical Intensivist, Cardiology, Neurology, Consult Liaison

A DAY IN A LIFE

- 7am: Prep team for project meeting
- 8am: Stakeholder conference with some colleagues from Asia to discuss strategic initiative next steps
- 9am: Discuss new project with Pat over lunch
- 10am: Answering emails on my phone, connecting with the team on a public program based on an emergency clinic visit
- 11am: Catch up with Alex on public cloud solution for a customer analysis
- 12pm: Pulls in SME during the afternoon meeting and present specific customer requirements
- 1pm: Looking for SME to support with a specific project issue
- 2pm: Pulls in SME during the afternoon meeting and present specific customer requirements

KEY SCENARIOS

1. Effective ad-hoc communication
2. Cross boundary collaboration
3. Effective meetings
4. Effective teams
5. Personal effectiveness
6. Collaborative ideation
7. Effective community collaboration
8. Collaboration: document creation
9. Finding expertise
10. Effective decision making & tracking
11. Information sharing
12. Collaboration: data analysis

DEVICE NEEDS

- Current Technology: Document Creation, Real-time Communication, Collaboration, Finding Information & People, LOR Applications, Reporting & Analytics, Mobility
- Desired Future Technology: Document Creation, Real-time Communication, Collaboration, Finding Information & People, LOR Applications, Reporting & Analytics, Mobility

How do I spend my time?

How do I spend my time?

- 21% Creating information
- 11% Review and Analysis work
- 44% Meetings/ no person
- 10% Review other online
- 10% Meetings
- 49% Email
- 38% Instant Messaging
- 16% Video Conference
- 16% In Person
- 0% Blogging/Posting
- 1% Microblogging

"My information work is..."

- 41% Creating
- 25% Countering
- 4% Presenting
- 26% Sharing

"My information needs are..."

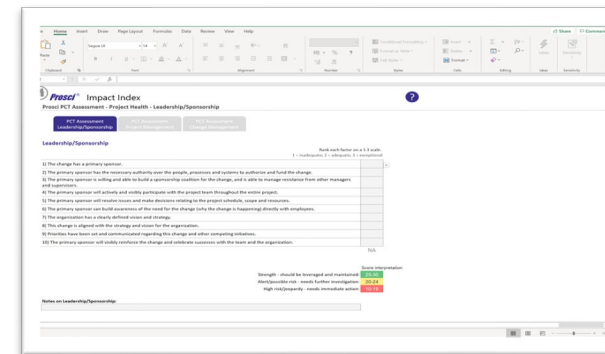
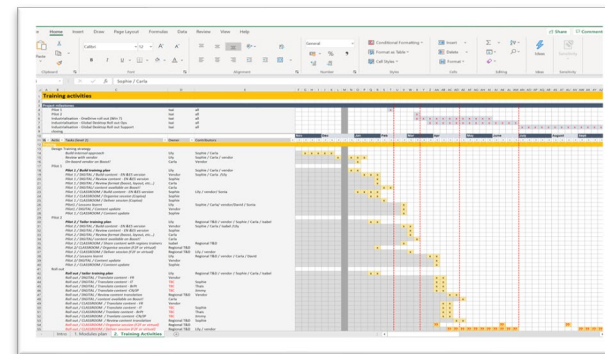
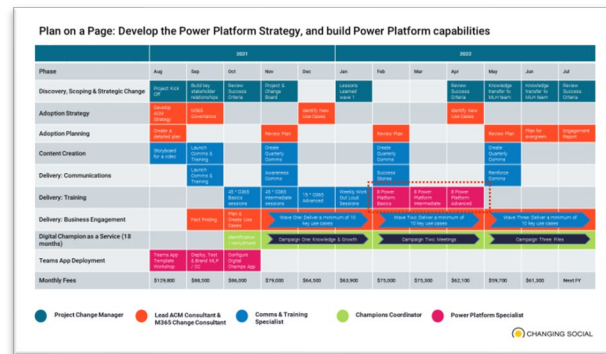
- 45% Countering
- 4% Presenting
- 26% Sharing
- 1% On the road
- 41% At my work desk
- 1% In another public place (coffee shop, library etc.)

I communicate using..."

- 49% Email
- 38% Instant Messaging
- 16% Video Conference
- 16% In Person
- 0% Blogging/Posting
- 1% Microblogging

"I collaborate with..."

- 45% Office
- 46% Home Office
- 0% Customer/Partner (offsite)
- 1% On the road
- 41% At my work desk
- 1% In another public place (coffee shop, library etc.)



Our Service Areas.

Solving business problems with Microsoft 365 to make work easy.

SPEED OF ADOPTION

Change.

- Adoption strategy & engagement planning
- Tenant configuration & governance
- Use case realization
- **Microsoft cloud accelerators**

END USER PROFICIENCY

Adoption.

- Comms creation & campaign planning
- **Digital Champions as a Service**
- Microsoft 365 training; End User, Global admin, and Yammer Community Manager

ULTIMATE UTILISATION

Automate.

- **Rapid app deployment & development**
- Business process automation
- Data visualization
- **App maintenance & support**



Next Steps

With extensive solution development experience, Changing Social can help you improve workforce productivity through automation of key business processes, leveraging the Microsoft Teams platform.

We will work with you to understand your environment and identify opportunities to help you achieve continuous business value from your Microsoft Teams investment.

With industry and technology experience, you can count on us as your trusted partner in your transformation journey.

Email: james.mitcham@changingsocial.co.uk

Tel: +44 117 457 2280

Web: www.changingsocial.com/microsoft-cloud-accelerator/