

# Adoption & Change Management

## Boost your organisation's uptake of Microsoft 365 and Teams with our Adoption & Change Management service.

But it's a different way of working, and often employees need that extra bit of guidance and support to adapt to this change.

To get the biggest and quickest possible return on your investment into Microsoft 365 technology, you should consider how to bring end-users on the journey with you by:

- Sharing your vision for the business
- Securing organisational buy-in at all levels
- Building confidence in your IT and remote working practices

As a result of this you will see ROI quickly by increasing productivity whilst attracting and retaining the best talent with the latest technology.

## Change Management Programme

Build a culture around Microsoft 365 and technology that's embedded in your organisation. You can kick things off by ensuring Microsoft 365 is understood by everyone. Here's how our Change Management Programme package can help.

### What will we do?

We will work with you to develop a Change Management Programme that works for you, bringing in experts to work in parallel with your technical project.

**Build a network of skilled Champions** across each department to act as technology advocates, raising the profile of the programme and taking the lead in their team.

**Run a Buzz Day** to drive awareness, engagement and excitement about the new way of working will make end-user's tasks quicker and easier.

**Host Upskilling Workshops** to deliver specific training tailored to personas, helping them understand how to use the tools newly made available to them.



## On-Demand Training

Our advanced learning portal is the quickest way to boost and sustain Microsoft 365 adoption across your organisation. Give your end-users access to their own learning environment with preset learning paths to get them on their way.

### AI-driven portal

An AI-driven *Recommendation Engine* suggests learning paths based on user behaviour. As adoption advances, build custom learning paths to further skills in the areas that will drive productivity to the next level.

### Rich content

All content on the platform is updated whenever features in Microsoft 365 change, so you're always upskilling in the right areas.

### Accessibility

Video content is complemented by on-screen instructors with transcripts to aid concentration.

### Gamification

Build a points-based rewards system to add a competitive aspect to learning. Link to KPIs for sustained usage and engagement.

### Management analytics

Track the activity of users and groups with advanced analytics and in-depth reporting.

Contact us today to request an On-Demand Training demo.



Azure  
Expert  
MSP

## Why choose us?

As an Azure Expert MSP, Cloud Direct have worked with organisations to successfully migrate to the cloud. Microsoft has recognised just 32 partners globally that meet the standards to be an Azure Expert MSP. And we're proud to be one of them.

We're also a gold Microsoft Cloud Solution Partner (CSP), having achieved key certifications and competencies, including Gold Cloud Platform and Gold Data Centre, that enable us to provide expert advice about Microsoft Cloud technologies.

Cloud Direct helps ambitious organisations to adopt Microsoft cloud. Our clients know that the right technology can free them to grow – offering increased security, productivity and agility. But they also know caution. Our job is to make their cloud journey safe and affordable.

Since 2003, Cloud Direct has helped 4,000 organisations move their IT to the cloud. We hold ISO 27001:2013 (for security) and ISO 20000 (for service). At 85%, our Net Promoter Score is world-class, and we provide 24/7 support to ensure continuous service delivery.

### Contact Cloud Direct

To find out more about how we can help your business, contact us on:  
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