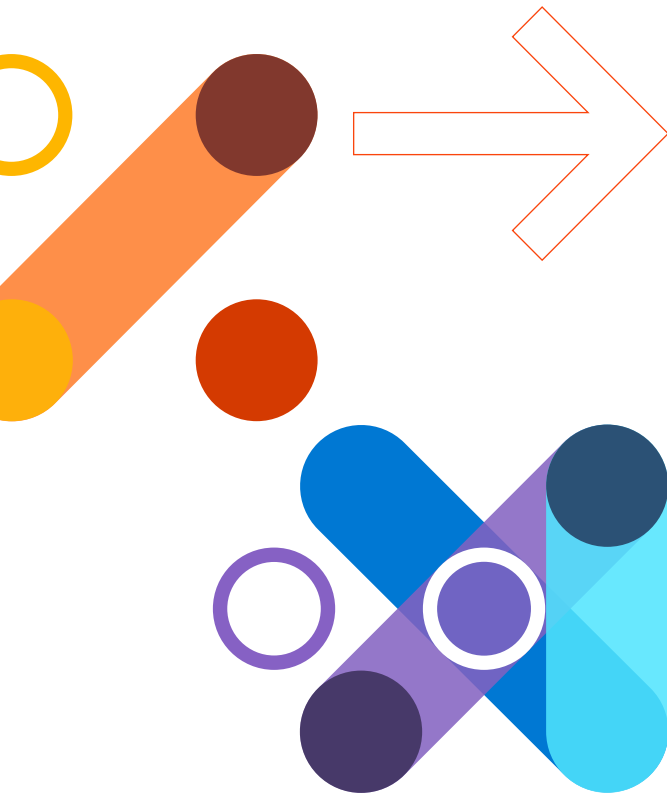# Content +Cloud

Microsoft Viva Topics FastStart

Knowledge is power. But whilst your organisation might accumulate more knowledge and expertise each year, that doesn't make it easier for your people to find. Indeed, as content grows exponentially, it's often the reverse that is true.

McKinsey research suggests that around 20% of an average knowledge worker's week is spent simply looking for information or colleagues to help with specific tasks. Not only is the cumulative cost of this across an organisation substantial, but it's also typically hidden - and the move to hybrid working has only amplified the problem as employees spend less time in the same place.

Microsoft Viva Topics is the AI-powered, human-curated, knowledge management capability built into Microsoft 365. It is capable of organising your content and expertise into topics relevant to your business and the results are surfaced in Teams, Outlook and SharePoint, through topic cards. This means your employees can tap into knowledge quickly, in situ, without having to spend time going through their digital filing system to find it.

Content+Cloud's Viva Topics FastStart programme helps you navigate Viva Topics, supported by expert consultancy advice from a Microsoft partner, who'll be involved in the technology implementation from the beginning.

Content+Cloud was part of Microsoft's initial private preview of Viva, which has given our team unparalleled access to the tech and an insider's perspective. All of this means we are perfectly placed to get your Viva Topics implementation journey started off on the right foot, and fast.

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The FastStart Methodology

Plan
We guide you through the preparation phase, helping your organisation understand the Viva Topics licensing considerations, the impact on your Microsoft 365 tenant and how to prepare for initial implementation and configuration.

Enable
We support enabling Viva Topics in your environment ensuring appropriate scope and permission configuration are used, providing assurance to IT stakeholders that the implementation is performed to best practices.

Curate
Our experienced consultants help optimise the initial topic selection and curation process, working with stakeholders to identify and fill gaps in the AI-gathered content. This ensures the highest priority topics are represented with the organisation's best knowledge and expertise.
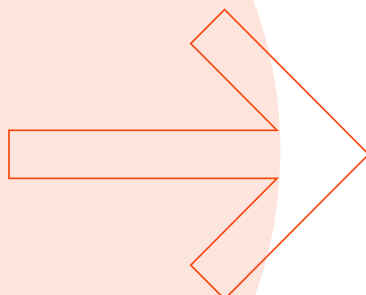
Pilot
Viva Topics is piloted with a small set of users in this phase to support a feedback and optimisation loop. During this time we also run Viva Topics knowledge transfer sessions with IT stakeholders, building capability in your team to support the technology for the long run. Optionally, we can also run sessions with the wider business to demonstrate Viva Topics and socialise the benefits if useful.

Launch
We underpin your launch process for Viva Topics, from communications support and message templates to technical elements of the go-live process. We also leave you with a next steps plan and a good understanding of Microsoft's forward roadmap for Viva Topics so you can move into the post-launch phase with confidence.

Why choose Content+Cloud?

+ A Microsoft Preferred Content Services Provider – one of less than 30 organisations, to achieve this status, in the world.

+ Bringing insider's expertise in Viva Topics having been involved from the start as part of the Project Cortex private preview program.

+ Experienced in delivering the Employee Experience with Microsoft Viva Workshop (previously Knowledge Discovery Workshop), helping organisations get started with Viva Topics and SharePoint Syntex.

+ Strong history of working with SharePoint and in Knowledge Management.

+ Expert professional services team with deep Microsoft 365 architecture, development and business change and adoption capabilities.

+ World-class MSP capabilities - ranked in Channel Futures MSP 501 list of the world's top Managed Service Providers.

+ Boasting four Office Apps and Services MVPs and the most awarded Microsoft partner in the UK.

www.contentandcloud.com