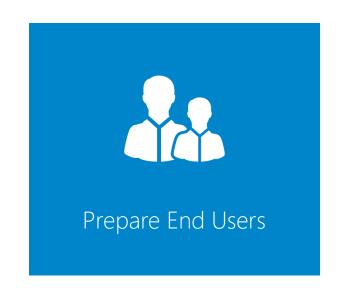


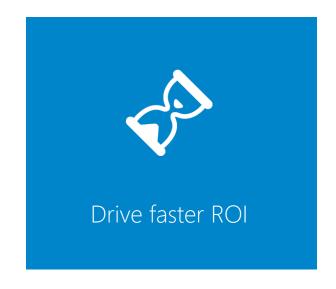
# What is Readiness Management?

### Readiness Management

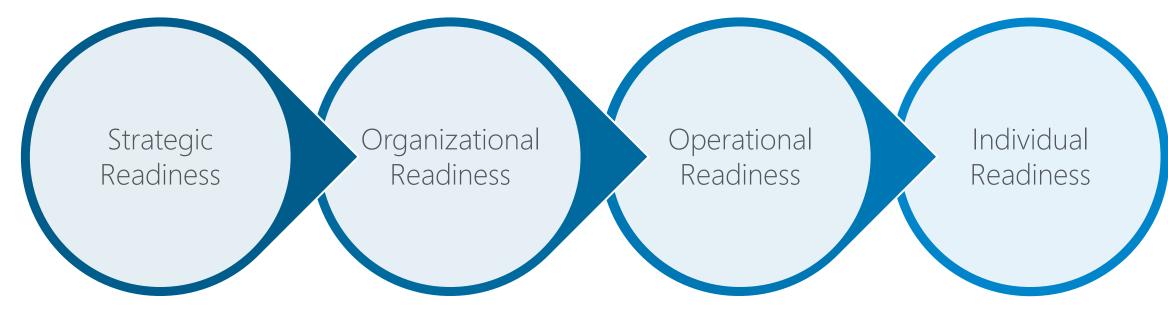
Readiness Management is the application of standard processes and tools for leading the people side of change. At Core BTS, it's the way in which we prepare, equip, and support individuals to successfully adopt technology and prevent disruption.







#### Dimensions of Readiness



- Key Stakeholders
- Provide direction and governance where necessary

- Company-Wide
- Information about the change is communicated effectively and often using accepted mediums
- IT Admins & Support
- Service desk is prepared with troubleshooting guides and workflows
- End User
- Awareness of upcoming changes
- Training and adoption

### Why Readiness Management?

- Prepares your workforce for upcoming changes
- Optimizes end user adoption and usage
- Mitigates project risk and resistance
- Drives faster ROI
- Ensures a project achieves intended outcomes
- Makes IT initiatives more successful

## How is Embrace Implemented?



#### Readiness Managers

Readiness Managers are dedicated to helping IT staff and end users prepare for change.

They're the liaison between the technical project team and those impacted by upcoming changes.



Manage Scheduling



Plan & Develop Communications



Implement Training Resources

#### **CATS Model**

A proven readiness management model that ensures consistent program delivery and client success.



Communications



Awareness



Training



Scheduling





#### BrainStorm QuickHelp

An intelligent learning platform that makes navigating change easy for management, IT and end users.

It's designed to transform the way users work with Microsoft technology.

The best part: Core BTS clients get free access.







Personalize

Attract

Change

## Embrace in Action

#### G-Suite to Microsoft 365

Lexmark International partnered with Core BTS to move 10,000 users from Google G Suite to Microsoft 365 to provide a more secure, modern and collaborative environment. Leveraging all aspects of Embrace, the transition from Gmail to Exchange Online was seamless for end users.

BrainStorm
Training Videos

Communication
Strategy &
Resource Hub

9,000 Mailboxes from Gmail to Exchange Online

7,000 Windows 10 In-Place Upgrades

