

# Microsoft Teams for frontline – Change management support

It's widely recognised that frontline workers are the backbone for many businesses. They're the face of your business, engaging with customers and representing your companies' values and brand.

With new capabilities available in M365, more businesses are turning to M365 to empower, engage and connect with their people. To help you on this journey, From this engagement you can expect:

## Expected outcomes

- ✓ Enhanced peer-to-peer communication – enabling staff to chat directly with each other, eliminating the need for shadow IT
- ✓ Integrated experience – paving the way for you to create tailored experiences by linking to other commonly used systems
- ✓ Two-way leader communication – helping leaders to land messages directly in the palm of staff

## Using actionable insights, we will:



### Identify and map use cases for M365

We'll seek to understand current pain points, map out your 'as is' and 'to be' state, review your existing technical landscape and formulate a plan to help you design and implement a priority use case to your frontline staff.



### Develop a proof-of-concept solution

Our technical consultants will use the insights gathered during our discovery phase to build a proof-of-concept for one priority use case. This will include a solution blueprint, hi-fidelity design mock-ups and technical specification.



### Deliver a pilot and broad-scale change program

Once the solution is ready, we'll deliver a targeted pilot program, to collect feedback and iterate the solution. Learnings will be used to support a broad-scale launch campaign across your business.

## Project pathway:



### What is the timeframe of this engagement?

5-6 months



### What is the expected investment?

~\$200,000 AUD



### Who is this engagement suitable for?

Any organisation who is looking to launch MS Teams to frontline workers

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## About Engage Squared

Engage Squared is an Australian-based Microsoft Gold Partner. We're Modern Work Specialists and have been named as the 2021 Partner of the Year for Australia. We specialise in creating <people> friendly technology.

The Adoption & Change Management team at Engage Squared are experts in behavioural science, communications, training, and strategy. We couple our expertise in change management with our deep product knowledge. We're experts in helping organisations of all sizes to improve the way work gets done through better technology use and actionable insights

### Contact us

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