

A Modern Workplace - Adoption and Change



Microsoft 365



Microsoft Teams

FUJITSU

Customer challenges reinforcing the shift to modern workplace



Main challenges facing organization today

- 1 Meet new ways of working, and encourage teamwork
- 2 Adapt the working environment in order to facilitate mobile work
- 3 Ensure user adoption to maximize benefits
- 4 Implement a financial strategy in line with customer's objectives
- 5 Improve service usage and end-user efficiency
- 6 Secure transformation and protect users against cyberattack

Highlights

72% of employee will be working remotely by 2020 (*Microsoft*)

81% of employees believe that digital conferencing will continue after the SARS-CoV-2 crisis (*Springer*)

64% of employees now use personal devices for work purposes (*HRDIVE*)

74% of businesses expect to be hacked each year (*Microsoft*)

40% of workers never get 30 mins of focused time in a workday due to constant interruptions from communication tools (*Forbes*)

68% of respondents agreed that more execs are interested in the digital workplace since COVID-19 (*Gartner*)

Fujitsu' Strategy to create a Modern Workplace

Digitally enabled customer and user experience



SMART WORKING

Helping people to be more productive and engaged.

Improving resilience and business agility by enabling them to work securely from anywhere, anytime, across all of their devices

Increase Productivity and Engagement



BORDERLESS OFFICE

Providing digital-first support and seamless IT to your people, so they remain focused on delivering great experiences for your customers

**Improve Service Desk
Enhance IT Support commitment**

CULTURE CHANGE

Digital adoption and behavioral change methods guide your workforce in new agile ways of working and build a new and resilient organizational culture that supports your people's well-being

**Empower Users
Drive Learning & Growth**

Adoption and Change Management Challenges



Understand the people to develop the right plan

PEOPLE DO NOT LOOK THE SAME

There is more than one type of worker in the organization (including workplace, work-type and workstyle)



TIME IS NOT A ROBUST FACTOR OF CHANGE

"Deploy it and they will come" doesn't work all the times

Have a plan in mind to sustain MS Teams, once it has been implemented, it is necessary



MAKE THE ACCESS TO KNOWLEDGE EASIER AND ADD MORE SERVICES WITHIN ONE PLATFORM

FIND INFORMATION MORE EASILY

Today users encounters difficulties to find and reuse relevant information and resources across their business



PEOPLE ARE RESISTANT TO CHANGE

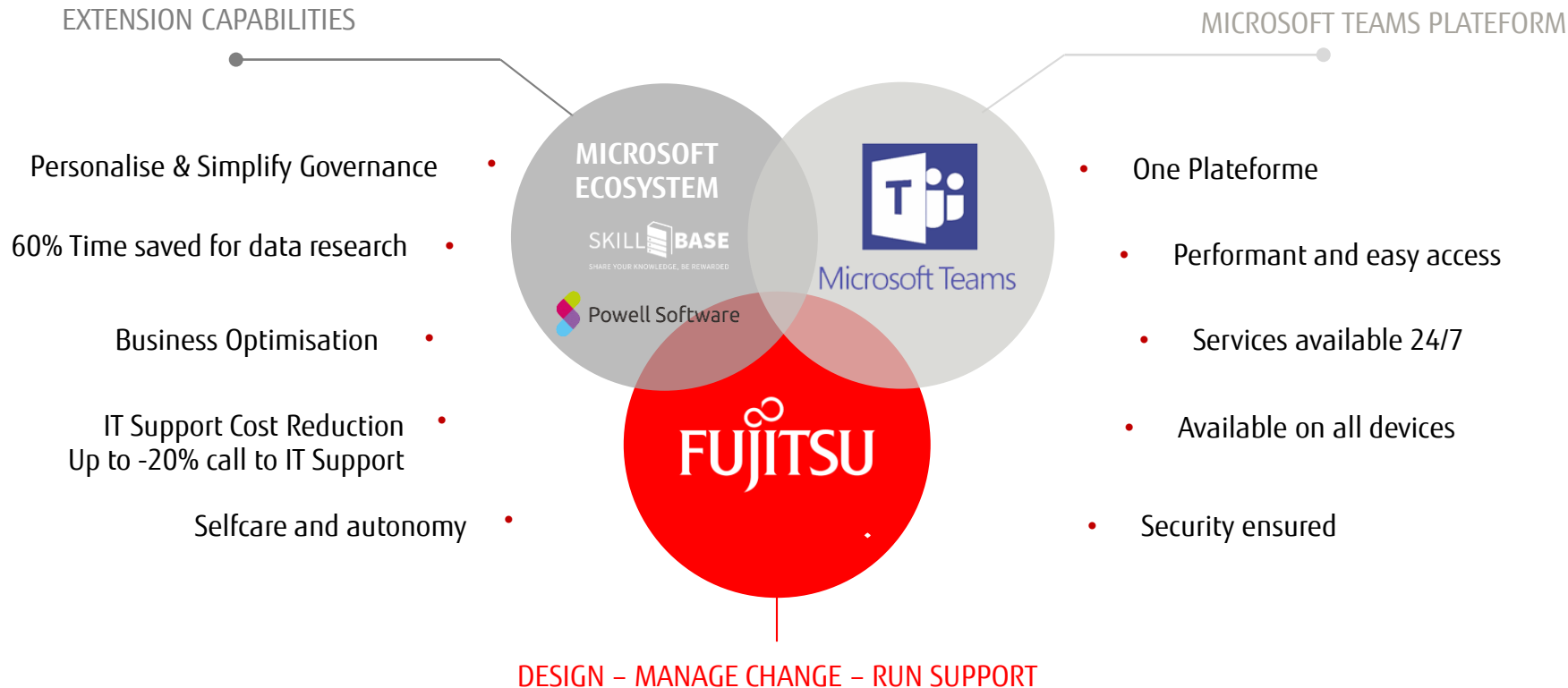
The unwillingness to adapt to altered circumstances is a normal human behavior that takes time to overcome



Fujitsu' Approach to boost MS Teams Adoption



How to strengthen Collaboration and Productivity within MS Teams



Adoption and Change Management Journey



We help you to build a successful adoption strategy in 4 steps:

Discover and Assess

Determine business objectives and key sponsors. Assess work type, workstyle and workplace

Design

Define the change management strategy to meet defined business outcomes

Deliver Change

Execute the change management plan, lead trainings, ensure employees engagement

Support and deliver continuous value

Leverage reporting to show impact towards business goals and highlight ongoing opportunities

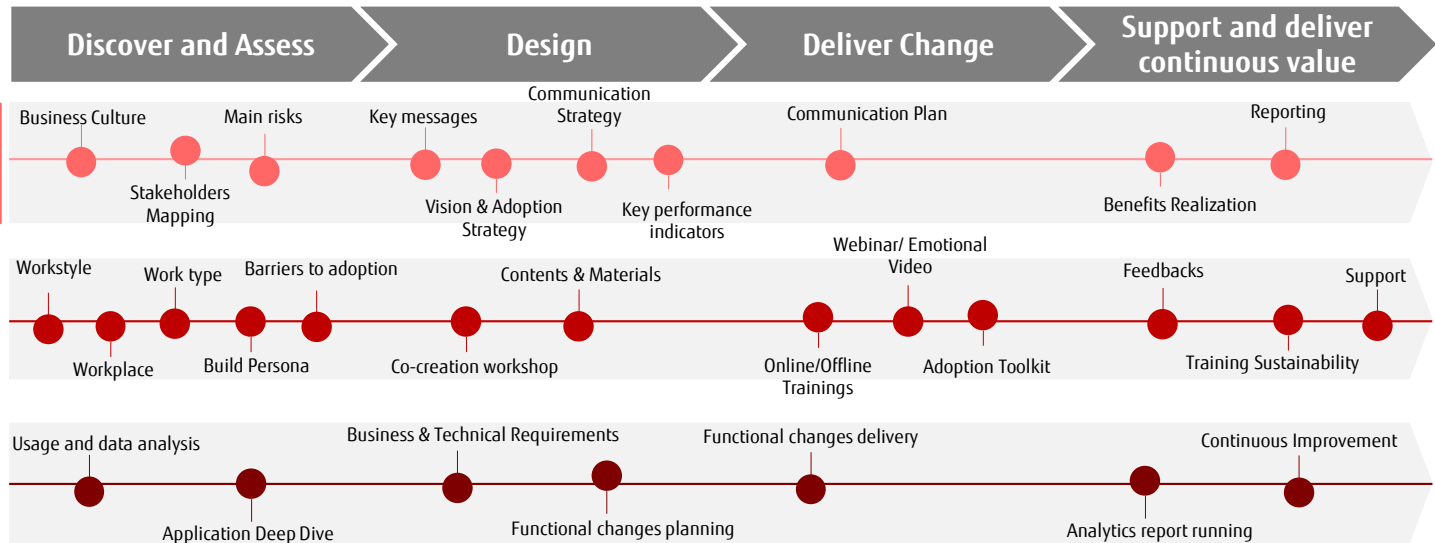
Boost MS Teams adoption and maximize its usage providing corporate knowledge and expertise within the platform

Adoption and Change Management Journey



We help you to build a successful adoption strategy in 4 steps

Our human-centric approach is based on three levels of analysis: **Organization & Culture, People and Application.**





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shaping tomorrow with you