

Microsoft 365 adoption

Microsoft 365 is an extensive and cohesive productivity platform that provides the business with effective tools to help users work together and gives the organisation a secure control of its data.

Microsoft 365 is continuously being updated with new functions and services; sometimes these functions and services are adapted, or shut down. Microsoft calls that Evergreen.

If you wish to roll out Microsoft 365 across business and IT, you should be able to answer the following questions:

- How is our business going to be supported by Microsoft 365?
- Which features of Microsoft 365 are we going to activate, and how are they going to be configured?
- What will the role of the IT department be moving forward? And what tasks will it perform?
- Who will keep an eye on the continuous changes to Microsoft 365 and any impact on the business?
- How do we ensure that we make the best decisions about the use of Microsoft 365?

Collectively, there should be an anchorage (or adoption) of Microsoft 365 in everyday use and operation – this should apply to both the business and its IT department. This is why Globeteam have developed a concept for the adoption of Microsoft 365 – one that takes a structured and methodical approach and combines it with our consultants' extensive knowledge of Microsoft 365.

Globeteam's adoption concept has three pillars:

1. The central pillar is value realisation for the business. The right decisions need to be made, and both managers and employees must possess the necessary skills to best make use of any solutions.

Globeteam offers an intensive workshop with the business that provides a basic understanding of Microsoft 365, covers the value for the company, and finally, makes a plan for the most appropriate roll-out. The session ends with a management workshop to ensure the process is well anchored within the organisation.

2. Then Microsoft 365 is embedded within the IT department. As Microsoft 365 is a cloud solution and is continuously updated through the Evergreen process, the IT department must solve operational issues in a new way and enter into a close dialogue with the business.

Globeteam assists in preparing the IT department for the management of new operational tasks related to Microsoft 365. We also advise on the establishment of necessary governance structures, so that the business and IT department can make the right decisions together about new or updated Microsoft 365 functions. We offer to establish an annual schedule for Microsoft 365, one that is based on Globeteam's knowledge of best practices.

3. The third pillar is implementation, project management and change management.

Globeteam has a large team that specialise in the implementation of Microsoft 365 as well as the project management of complex Microsoft 365 projects – and management of client participants. The project managers also have experience within change management, so the focus of the Microsoft 365 project is not solely technical.

Globeteam's assistance is tailor-made for the individual organisation, based on a number of common principles. One important element is often the transfer of knowledge to the organisation, so that the client can take on the responsibility for the further roll-out of Microsoft 365.

Are you interested in learning more about Globeteam's adoption concept?

Contact Peder Lind Sørensen at pls@globeteam.com

Documented experience

Globeteam's consultants have extensive knowledge within all aspects of Microsoft 365 projects – from carrying out the strategic process, to working with the company to clarify the specific implementation and roll-out within the organisation. We use tried-and-tested methods to ensure the best possible value for the client's organisation. We assist private as well as public clients.

Municipal care for the elderly

Those in charge of managing municipal care for the elderly formulated a number of business objectives. One of these was to improve the service they provide by spending more time on those most in need and to help homecare employees (the social and healthcare assistants) get answers to their doubts and questions more easily than they can do today.

Globeteam held several workshops with the affected elderly care teams in order to introduce potential opportunities to make use of Office 365 and future scenarios with Skype for Business, Teams and OneDrive. They also addressed the organisational measures that were initiated and set up benefit goals and a plan for benefit realisation.

The potential identified with Microsoft 365 was to use Skype for Business for video conversations and short meetings between social and healthcare assistants and the specialised nurses. Among other things, this will help to clear up any doubts straight away in the home of the citizen. Then afterwards to use Teams and OneDrive to improve the way the elderly care teams work together within their teams, and with the specialised nurses.

Private company with many thousands of users of Microsoft 365

The IT management had several matters they wished to focus on, such as expanding the mail infrastructure when acquiring other companies, faster "time to market" in core collaboration areas and better coherence between key infrastructures.

Globeteam assisted in uncovering the company's needs and vision by means of a number of workshops with the likes of Microsoft, and key employees including managers; both from the company and from IT.

One specific issue identified was the need to run Microsoft 365 in the future and uncovering technical needs so as to be able to carry out the migration to Microsoft 365. The workshops looked at user stories to facilitate the process and as such the resulting Microsoft 365 solution options actually related specifically to the users' requirements and wishes.