Organizational Change Management Copilot for Microsoft 365

At Kyndryl, we understand that change is not just a one-time event, but an ongoing process that requires a thoughtful and purposeful approach that puts people at the center of the change. With a focus on agility and adaptability, we help organizations execute change management strategies that are flexible and responsive to the evolving business landscape and drive higher returns on technology investment.

Are **you experiencing** any of these?

- Planned evaluation or roll out of **Copilot for Microsoft 365**
- Ineffective or **insufficient communication**
- **Employee resistance**
- **Change fatigue**
- **Low employee adoption**
- **Limited change management support** or Investment
- Development of valuable **Use Cases** targeted at the right **personas**

How can **Kyndryl help**?

- **Tailor** an effective OCM strategy to ensure a successful user enablement and adoption
- **Clarify** the impacts and risks associated with the change through in-depth analysis and change assessment
- **Enable** employees in embracing and adapting the change, short- and long-term
- **Monitor** the progress of the change initiative, evaluate effectiveness, and make necessary adjustments to mitigate risk and drive adoption

What can **you expect**?

- **Change strategies** and methods that align with your specific needs and challenges
- Proactive change tactics, which **minimize employee resistance** and change fatigue
- **Communication, engagement and enablement activities** provided in partnership with key stakeholders to maximize user adoption
- Valuable, **actionable reporting** that drives results matching the vision

What is the **value delivered**?

- **Improved employee experience**: Enhance satisfaction, engagement and retention
- **Increased ROI**: With skilled OCM applied, projects/programs can achieve greater return on investment by avoiding re-work
- **Ease of adoption & continuity**: OCM creates customized communication, training, and enablement plans to ensure success
- **Risk mitigation:** OCM is anchored in identifying, prioritizing and mitigating risks associated with the people side of change

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