# mixit

# Success as a Service

Orange provides customers with a powerful workplace solution. Technology is one part of the equation, adoption is a second. To make sure your company and employees maximize the value they get out of the Orange workplace solution, we provide the Success as a Service module. Success as a Service is a continuous, data driven workplace adoption and development service. By focussing on the needs of the business we make technology work for employees and bring success in your digital transformation.

## Fit for purpose

Every employee has it's own needs in regards to collaboration, communication and knowledge sharing. We research the differtent users groups, create persona's and requirements using our Fit for Purpose method, based on design thinking. Fit for purpose helps us create fitting workplace solutions for each user group in your organizations

## Change & adoption

Digital transformation is truly successful when technology is adopted and provides employee satisfaction. Using a 5-step method we enable users to adopt to change and effectively use new technology such as Microsoft 365. It starts with communications designed for each user groups. To enable adoption for each workplace theme we provide a specific adoption toolkit consisting of video's, eLearnings and knowledge materials.
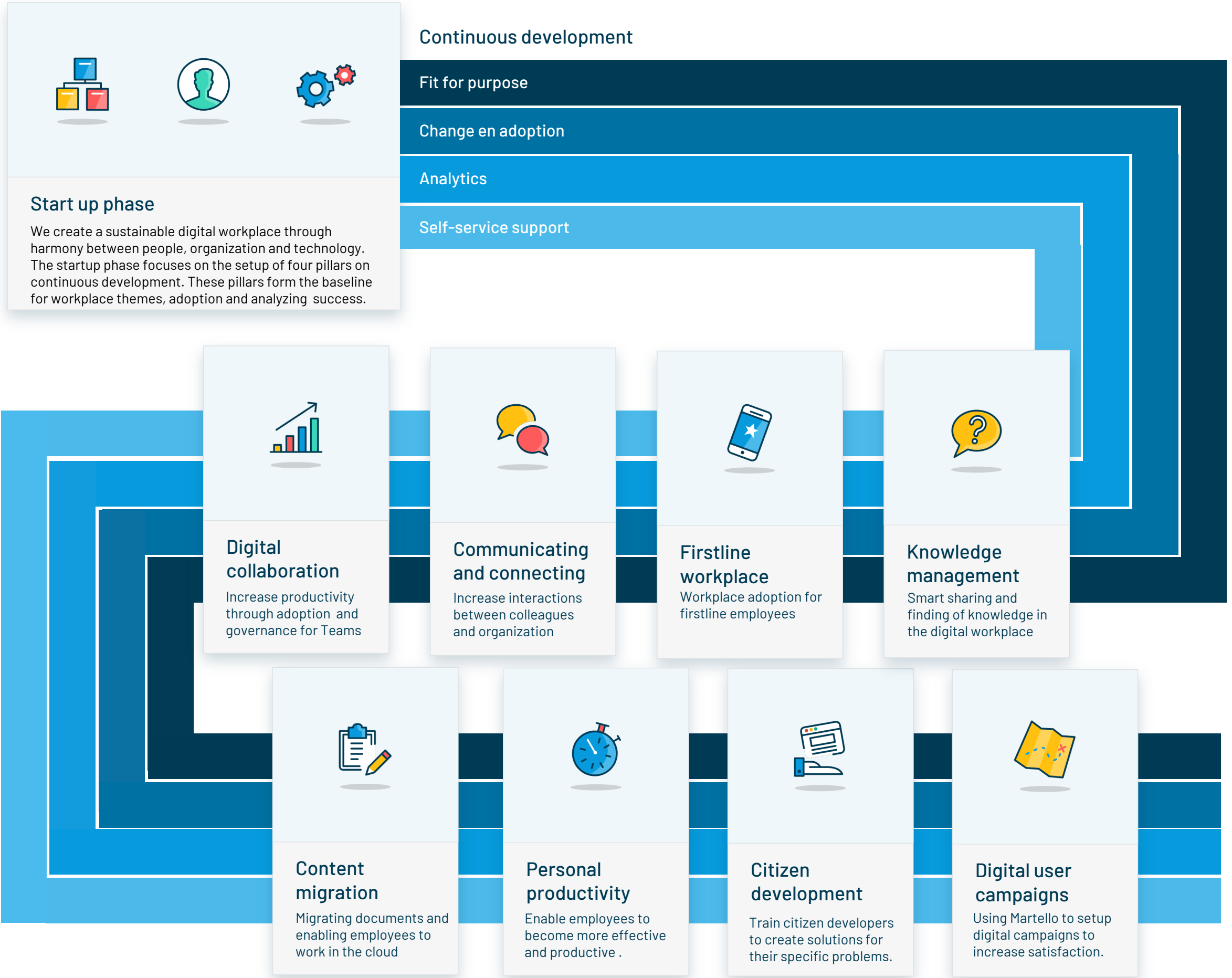
## Analytics

We love to analyse transformation success. For this reason we measure KPI's per workplace theme. We focus on employee satisfaction, hitting organizational goals and adoption. We use analytics from Microsoft 365 and other analytics tools to measure qualitative and quantitative data. This data provides the input for future workplace development and adjustments in adoption approach.
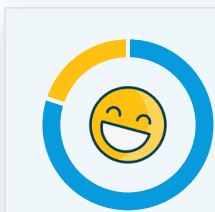
## Self Service Support

If we enable employees to confidently use self-service support, we can increase satisfaction and reduce the impact on your helpdesk. Our self-service support does just that. We increase the problem-solving capabilities of your employees. Using our digital workplace store we allow employees to add features to their workplace. We offer a digital adoption platform to employees, available through every M365 app, to answer questions during their daily work.

# A roadmap towards success

## Start up phase

We create a sustainable digital workplace through harmony between people, organization and technology. The startup phase focuses on the setup of four pillars on continuous development. These pillars form the baseline for workplace themes, adoption and analyzing success.

**Continuous development**

- Fit for purpose
- Change en adoption
- Analytics
- Self-service support

### Digital collaboration
Increase productivity through adoption and governance for Teams

### Communicating and connecting
Increase interactions between colleagues and organization

### Firstline workplace
Workplace adoption for firstline employees

### Knowledge management
Smart sharing and finding of knowledge in the digital workplace

### Content migration
Migrating documents and enabling employees to work in the cloud

### Personal productivity
Enable employees to become more effective and productive .

### Citizen development
Train citizen developers to create solutions for their specific problems.

### Digital user campaigns
Using Martello to setup digital campaigns to increase satisfaction.

# Measurable success

- Employee satisfaction
- Organizational goals
- Effective usage and adoption

## Investment per month
### €15-25k