CHANGE IS
INEVITABLE.
**YOU'VE JUST
GOT TO
MANAGE IT.**

INOBITS
Part of the **NETSURIT** Family

ADOPTION &
CHANGE
MANAGEMENT

One together. netsurit.com

Today, business is changing at the speed of innovation. New processes, new technologies, global connectivity, changing consumer habits, acquisitions, mergers, pressure from new business entrants, organisational restructuring, changing job roles and a new tech-savvy workforce are just some of the contributing factors.

THE IMPORTANCE OF UNDERSTANDING THE 'WHY' BEHIND THE NECESSITY FOR CHANGE WILL ASSIST YOU IN SEAMLESSLY TRANSITIONING YOUR ORGANISATION FROM ITS CURRENT STATE INTO ITS FUTURE STATE.

Working with you, we assist in taking individuals through their own process of change so that they adopt more quickly and embrace, rather than resist, change, specifically in the area of increased understanding and collaboration of MS Teams, Office Pro Plus and Desktops in the workplace.

At Netsurit, our process starts with a clear rollout with top-down communication explaining the need for the change. We minimize resistance by proactively identifying and mitigating the resistance areas, identifying the training needs and gaps, increasing engagement and improving performance and collaboration between peers and management.

NETSURIT CHANGE MANAGEMENT MOVES YOUR COMPANY FROM...

USER FOCUS AS AN AFTERTHOUGHT.
For example, rather than engaging users in the process, an email containing a link to a training module is sent, which often gets ignored or deleted.

TO

USER ADOPTION AS A PARALLEL, INTEGRATED WORK STREAM THAT INCLUDES DEPLOYMENT

Resulting in:
- Increased ROI by driving adoption of the changes
- Alignment of staff across all organizational levels
- Knowledge of how to manage and optimize change
- A positive perception of change across the entire organization.

The Key Factors of a successful Change Management
- Active Executive Support and Participation
- Change Management Leadership
- Using personality profiling with leadership and Super Users
- Clear Vision
- Employee Engagement and Participation
- Using gamification to make the process easier and more fun
- Constant Communication and Dialog

HOW CHANGE MANAGEMENT INCREASES COLLABORATION IN THE WORKPLACE.

MS Teams
- Moving to MS Teams elevates collaboration
- 17.7% improvement of time-to-decision made by decision makers
- Over 500 000 Organizations use Teams
- 18.9% reduction in meetings
- Over 13 000 000 daily Active Users

MS Office 365 Pro Plus
- Built for teamwork - Enables your teams to work together seamlessly across different locations
- Stay connected and work from anywhere - on iOS, Android, or Windows devices
- Harness the power of AI - Helps improve writing in Word and Outlook, find insights in Excel and create presentations in PowerPoint.
- Ensures compatibility and protects data - Protect information and identities and detect internal and external threats earlier.

THE ADKAR MODEL.

At Netsurit, we offer the Prosci ADKAR® Model, one of the most widely requested and sought-after change management solutions. Backed by 20 years of in-depth research, the model is based on the common yet often overlooked truism that organizational change only happens when individuals change.

AWARENESS

Awareness of the need for change. Create an understanding for the need to change for example, why is the change necessary, why is the change happening now and what is in it for the people.

DESIRE

Desire to participate and support the change. Create the desire to support and take part in the change. Effective leading and influencing can go a long way to help people choose to follow the desire to change.

KNOWLEDGE

Knowledge of how to change. Assisting in getting the right training and detailed understanding of the new systems, processes and job roles so that people understand what to do.

ABILITY

Provide the skills to implement change on a day to day basis i.e providing day to day involvement, access to subject matter experts, provide effect performance monitoring.

REINFORCEMENT

Reinforcement to keep the change in place. Create the ability and environment to sustaining the change and keep it going i.e. celebrations and recognition, rewards, feedback to and from employees and audits.

IT'S TIME TO ADOPT CHANGE MANAGEMENT WHEN:

SUMMARY

The importance of people understanding the 'why' behind change assists in moving from your current state, through the transition state and into the future state. Working with you, we assist in transitioning individuals through their own process of change so that they adopt quicker by working to a clearly defined framework.

- There are transitions happening within your business

- You want to improve adoption and overall success for technology initiatives

- You need implementation of strategies for affecting change, controlling change and helping people adapt to change

- You have identified the need for new technology and more efficient and economical methods to perform work.

SUCCESS STORY: enX GROUP

Business Need:
Increased usage of MS Teams and Office 365 Pro Plus for increased collaboration, communication and productivity.

Solution:
Develop a bespoke Communication Plan for creating awareness on MS Teams, Office Pro Plus. Hosting an Excitement Day to foster knowledge on Teams, OneDrive, SharePoint Online, Word and Excel to users and using gamification to build interaction while learning.

enX Group embarked on the MS 365 journey for 1,200 users which included Microsoft Teams, SharePoint and Office 365 Pro Plus. However, the usage of these technologies was very low. A requirement was identified that all users be made aware of and trained on the functionality of the M365 for enX Group to fully take advantage of their M365 investment. By implementing the Netsurit Change Management framework, they increased user adoption by 74% within 40 days of implementation.

Win Results:
- Increased user productivity
- More effective use of the purchased licenses
- Alignment of staff across all organizational levels

THE NETSURIT DIFFERENCE.

At Netsurit, our mantra is "supporting the dreams of doers." This may sound a little unusual for an Information Technology company, but we see IT as the toolbox almost every businessperson relies on each day as they work towards achieving their goals and aspirations.

We passionately support the idea that we are enablers of an ecosystem that helps our partners, our customers and our own teams to realize and actualize their full potential.

At the end of the day, we believe it's the dreamers with the right tools to do things who will change the world for good. **For more information contact our Professional Services Department.**

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Gold Cloud Productivity
Gold Cloud Platform
Gold Datacenter
Gold Data Platform
Gold Data Analytics
Gold Messaging
Gold Enterprise Mobility Management
Gold Collaboration and Content