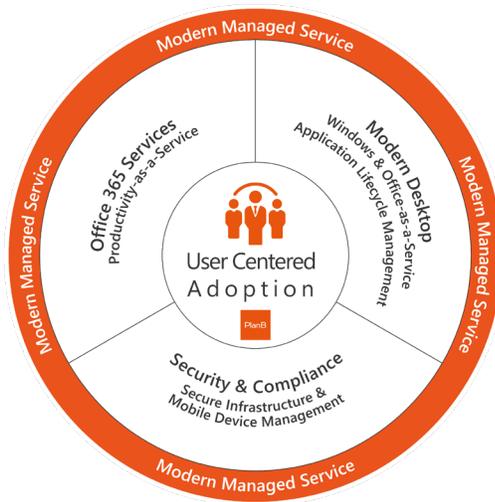


# PlanB. User Adoption & Change Management

– aligned to your digital transformation strategy.

Our mission is to provide outstanding digital products for our customers that inspire and excite users and bring them closer to their goals. Based on this, digitization of working environments always means more to us than successfully implementing new technologies. Equally important for our overall success is the satisfaction and productivity of your employees. We ensure both by supporting you on your digital transformation journey with an adoption & change management strategy tailored to your company.



Based on our User Centered Adoption approach, we focus on your employees and their working processes. With proven, interactive workshop concepts we achieve a high level of employee acceptance and thereby ensure a holistic introduction and sustainable use of new Microsoft technologies throughout the entire organization - to ensure that your investment is well worthwhile!

## Learn & Reinforce.

PlanB. User Adoption & Change Management means as follows:

**Mapping of the previous work processes using the new solutions.**  
 To increase the motivation to use the new existing possibilities in order to optimize the cooperation and not to fall into old habits. We consider individual factors such as strategy, organizational structure and internal processes and incorporate them into the concept development.

**User Adoption as a permanent process.**  
 User adoption is not a sub-project for us, but an ongoing process. Therefore, we recommend the integration of several feedback loops in order to analyse again and again whether the derived measures meet the different needs and requirements. Adjustments to the "scope" and content must be

carried out continuously and the knowledge must be passed on efficiently.

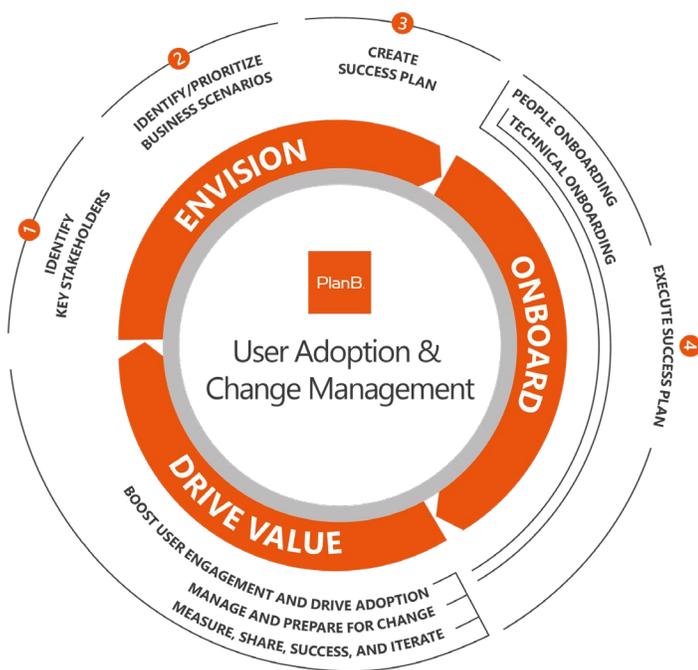
**User Adoption as a Service.**  
 For us, user adoption means much more than just providing end user training. In order to be able to offer continuous support, we will discuss with you the possibilities for further assistance after the successful implementation.



# PlanB. User Adoption & Change Management

Together with you, we define a structured and organised approach (strategic and technological), which is individually tailored to your company for the implementation.

Our best practice approach kann be divided into the 3 steps **Envision, Onboard und Drive Value**:



As one of only a few Microsoft FastTrack Ready Partners in Germany, we are also able to pass on the benefits of the program to our customers. Microsoft FastTrack is a program developed by Microsoft and specialized partners that provides free support from Microsoft to assist in the migration of OnPremise systems to Microsoft O365 cloud services.

Furthermore, we have the possibility to support our customers with the Microsoft 365 Partner Accelerator. This includes a series of activities with which we accelerate your customer journey and bring you even faster to your goal.

## User Adoption must be flexible.

According to our best-practice approach, end-user support is not only linked to individual points in time during the implementation but is viewed holistically and parallel to the project progress.

- Each organisation has different needs and requirements.
- The use of generally applicable measures is neither effective nor satisfactory.
- User adoption is always considered individually per customer.

**This approach underlines the necessary flexibility, which is also positively valued by our customers in projects.**

**Whether personally or virtually, a short contact is enough. We are looking forward to it!**

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## Why PlanB.

PlanB. is a strategic partner for digitization and associated digital transformation based on Microsoft technologies. Thereby we not only think on innovative software solutions, but always on the future of our customers as a digital company.

Our 100% commitment to Microsoft Technologies leads us to rely on decades of product experience in all areas of Modern Workplace based on recognized experts paired with expertise in enriching our solutions through Artificial Intelligence/Smart Assistance.

Microsoft  
Partner



Gold Cloud Platform  
 Gold Cloud Productivity  
 Gold DevOps  
 Gold Application Development  
 Gold Windows and Devices