



WM REPLY

M365 IMPLEMENTATION AND CONSULTANCY

Office 365



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ABOUT US

A GLOBAL COMPANY



CHESTER
Taylor, Cathy



MANCHESTER
Tew, Karen



MINSK
Yakimovich, Artur



CHICAGO

Acreman, Richard



LONDON

Willis, Baxter



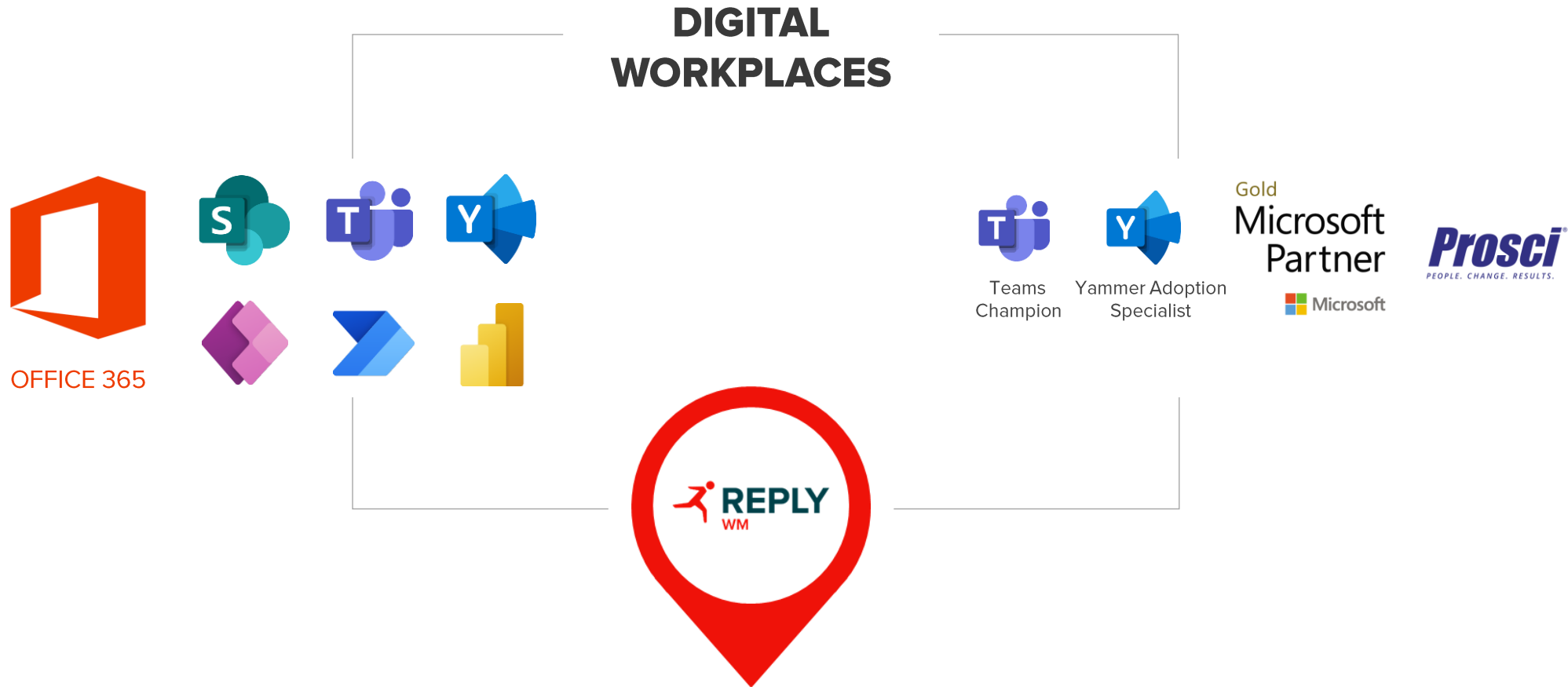
Trukhanavets, Anton



AUCKLAND
Cashen, Al



HOW CAN WE HELP AT WM?





2.0

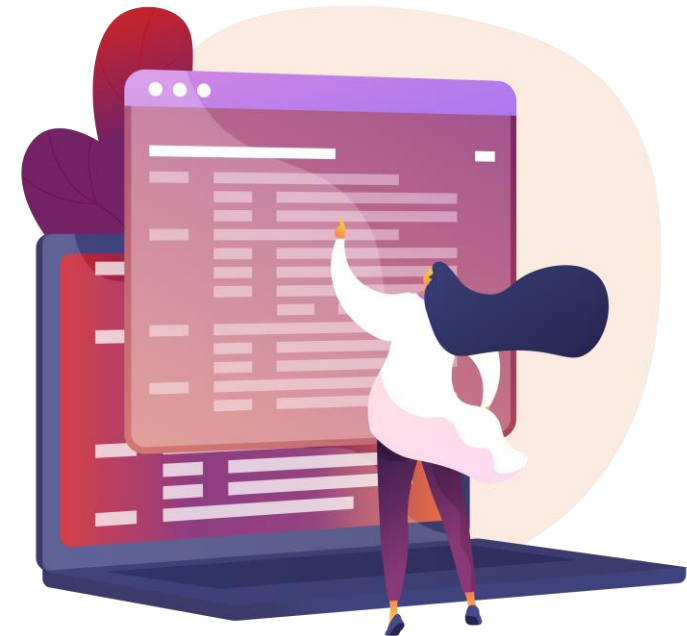
**OUR APPROACH
TO M365
CONSULTANCY**

MANAGING TECH CHANGE

The pandemic has forced so many of our clients to work in new and wonderful ways; never before has it been so important for them to have **change and adoption tightly woven into their technical change projects.**

At WM, we put **employee experience** front and centre of everything we do. All employees, no matter their role, should feel that the technology provided to them helps to make their experience easy, whether that's calling a colleague, accessing their daily tasks or downloading their payslip.

Our Prosci-certified Adoption and Change Management team has the skills and experience to **truly embed change.** Our packages are designed to take any client through their tech change project, whether it's introducing the frontline to Teams or embedding Power Platform and building a Citizen Developer network.






DISCOVERY & STRATEGY

Microsoft Teams
Help Guide



CHAMPIONS & STAKEHOLDERS

Targets 

ADOPTION WITHIN 12 MONTHS

	FIRST LINE STORE COLLEAGUE	STORE/ DEPOT MGR Regional	HEAD OF OFFICE SSO	Senior Leaders (PA)
SFB	✓	70%	35%	—
SP	✓	✓	40%	20%
Ys	25%	35%	35%	40%

PEOPLE CENTRED



TARGETTED COMMUNICATIONS



Reinforcement



ENGAGING TRAINING



MAKING IT STICK





3

**M365
ACTIVITIES**

ACTIVITIES MATRIX

Below you will find the typical activities we deliver as part of our M365 adoption packages. We've highlighted where certain deliverables will be specific to a particular package.

Task	Description
Discovery	
Change impact assessment	Readiness assessment, considering factors that may impact adoption.
Change workshop	Workshop to understand the project in more detail, stakeholder analysis, capture comms and training processes and channels.
Technical readiness checklist	We'll shape a technical readiness checklist specific to the change in scope.
Technical enablement workshop	We'll run through our technical enablement checklist to ensure the client understands technical requirements and to gauge support required.
User interviews	User interviews to capture ways of working, processes, pain points and desires for end users. Number dependant on size of organisation.
User survey	In depth survey to capture further information from end users.
User personas	A selection of user personas based on ways of working.
Persona assessments	Assessments based on individual personas to map old processes to new. Number of assessments and session to be delivered dependent on size of organisation.
Stakeholder immersion sessions	Stakeholder session to immerse key stakeholders in the technology and an improved employee experience.
Art of the possible – future planning session	Taking findings to date, we'll showcase the art of the possible, highlighting what future phases could look like and how we can improve the employee experience through Teams.
Planning	
Change strategy	Strategy capturing vision, objectives and strategic actions to enable change.
Change plan (Communications, Training, Champion and Stakeholder, Resistance management plans)	Tactical plans with timelines.
Creative launch campaign (design and copy)	Creative collateral to raise awareness and create desire, may include T-minus copy, email banners, digital postcards, gifs, posters and launch video.
Customisation to learning pathways	Scope dependant on requirements. As a minimum, we'll apply some light touch branding to ensure the Learning Pathways sites looks and feels part of the client's internal brand.
Branded training videos	Based on core O365 tools in scope, we'll tailor and brand a selection of training videos.
Champion recruitment – collateral and support	We'll support recruitment activities for champions, create tailored guidance and host these in a space where champions can access the information and work as a network.
Sponsor and Stakeholder playback sessions	Time to playback approach to the sponsor and stakeholders to ensure they're comfortable with our approach and have a chance to feed into the plans.
Deployment of X 1 Teams App template	As part of the planning phase, we'll deploy 1 Teams App template to support core objectives and new ways of working.

M365 CONSULTANCY AND ADOPTION

ACTIVITIES MATRIX

Task	Description
Implementation	
Champion management & support	Ongoing champion activities, including champion recruitment, briefings and workshops.
Stakeholder management & support	Ongoing stakeholder management activities including ‘white glove’ training (where required), updates and briefings.
T-minus – launch comms	T-minus launch comms to raise awareness and create desire. Channels dependent on clients internal comms channel matrix.
Launch video	Animated launch video linking paint points to desired ways of working through Teams and the other O365 tools.
Launch support	Hands-on launch support, in person or remote (depending on location and according to guidelines).
Remote training	Remote Teams training sessions.
Workshop training	In person, or utilising Teams break out rooms to deliver training focussed on helping teams to work together collaboratively.
Champion training / management	Ongoing champion management, including adhoc support, structured training, briefing sessions and knowledge sharing sessions.
Reinforcement plan	Reinforcement plan detailing recommended activities to continue to reinforce the change, eg case studies, ongoing training opportunities.
Reinforcement	
Quarterly adoption assessment	Our assessments focus on adoption, we’ll delve into your O365 adoption report to understand areas requiring support, champion interviews to gauge success and gather requirements, stakeholder session to gauge success and gather requirements.
Monthly online training sessions	Teams training sessions focussed on new features.
Quarterly reinforcement campaign	Quarterly campaigns to continue to drive adoption but specific to client’s core business objectives, eg wellbeing, accessibility.
Monthly champion check-in sessions	Monthly sessions with the champions to ensure they remain engaged.
Move to Teams specific	
Gap analysis & other tools review	As part of the output from the discovery activities, a mapping exercise will be undertaken to align the tech and current use cases to the new world in O365.
Additional interviews for content owners	Content owner interviews to understand ways of working and motivation behind engaging with the migration process
Migration approach and plan	Articulation of the approach across the different tools to be migrated, as well as a plan and timelines to accommodate the migration
Pilot plan	Training, communication and stakeholder change plan, which will be extensible for multiple waves and pilot.
Pilot collateral and support	Content to support the first pilot, including T-minus communications, training collateral
Frontline specific	
Pilot planning	Pilot approach and plan, communications and training collateral, remote support set up (Teams support Team), deployment of Teams app templates X 2
Pilot support:	Pilot briefings, weekly polls and detailed survey, post-pilot analysis and evaluation, roll-out timeline and strategy.



4.

CASE STUDIES



OFFICE 365 ADOPTION

THE CHALLENGE

- To ensure the roll out of Office 365 improves communication and collaboration across Co-op, including HQ, Funeralcare and Retail.
- Disengaged champion network.

THE APPROACH

- User needs assessment to understand current ways of working and pain points.
- Roll out of tools specific to user needs with a focus on Teams, Yammer and OneDrive.
- Bespoke, easy-to digest training provided on a self-service site (modern).
- Bespoke training sessions delivered and recorded to support self service.
- Engaging campaign and communications
- Reusable approach
- Tailored approach to Funeralcare frontline teams

THE RESULTS

- ✓ Super healthy adoption stats.
- ✓ We're now in a position to further adoption of Power Platform by building a citizen developer network.
- ✓ The next focus is on frontline workers, including a wellbeing campaign and engaging with frontline retail workers.

Schedule your breaks
Take your breaks! This allows your mind to rest, recharge and refocus, improving your productivity for the rest of the day.

1 It's important to give yourself time to take a break throughout the day

2 An easy way to do this is to set a recurring appointment in your calendar.

3 By scheduling your breaks, you can stay in control of your calendar, and your colleagues can see if/when you're having a cuppa or a bite to eat.

co op

"It would be so much easier if we could keep our notes and files in one place we can all access."

Teams

Use Teams to build a collaborative digital workspace that works for you.

Chuck your old, clunky processes onto the Bonfire and let **Teams** rocket your productivity

What can I do with Teams?

- ✓ Customise your Team by adding the apps you need
- ✓ Reach colleagues instantly with Teams chat
- ✓ Access your OneDrive files within Teams to save you hopping from app to app

co op



OFFICE 365 ADOPTION

THE CHALLENGE

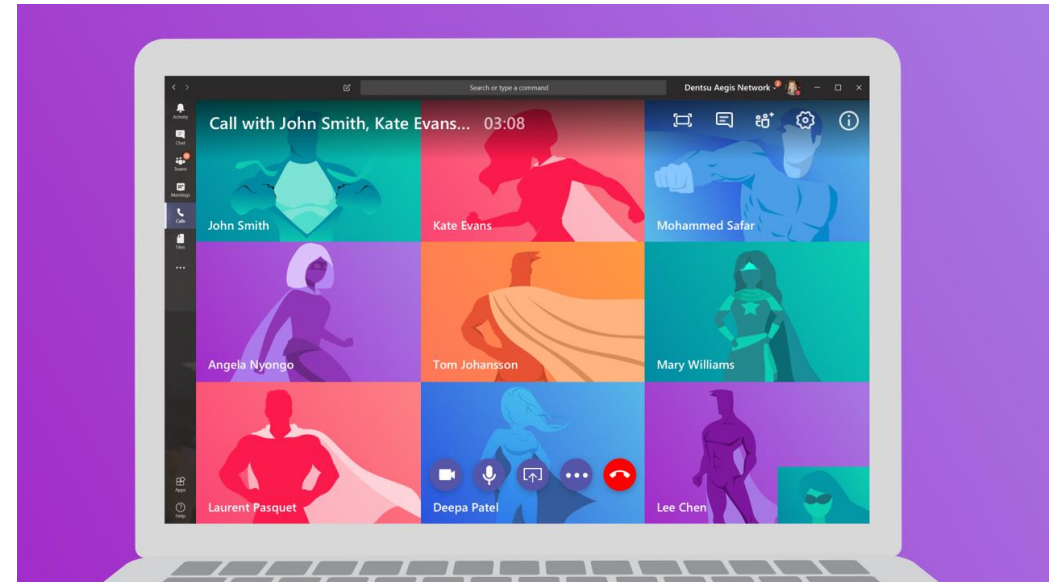
- DAN initiated a programme of work in 2019 to boost Teams adoption across the network as they moved towards Teams only.
- Numerous collaboration tools including Dropbox, Box and Slack were also in use across the network.

THE APPROACH

- WM was tasked with building sustained and ongoing adoption of Teams at DAN and work concurrently with the migration and hardware projects to optimise and embed DAN's use of Teams.
- With Microsoft colleagues embedded in the DAN network, and key DAN DWP stakeholders enabled as TAPs members, the Teams product team also had direct insight into and impact on into the rollout.

THE RESULTS

- ✓ **50% increase** in Active Teams adoption
- ✓ **Successful proof of concept** enabled in Germany
- ✓ Managed the Change Management for **migration of the first 25%** of DAN colleagues from Skype to Teams





5.

GET IN TOUCH



GET IN TOUCH

CONTACT US



CHARLENE COTTLE
ACM Capability Lead &
Consumer Lead
c.cottle@reply.com



MIRU GIRMA
ACM Lead for Media, Telco,
Manufacturing & Public Services
m.girma@reply.com



David Callaghan
ACM Lead for Finance &
Professional Services
d.callaghan@reply.com

Feel free to get in touch!

