ADOPTION AND CHANGE MANAGEMENT

Customer Case Study

SEPAGO IN A NUTSHELL

SYSTEM INTEGRATOR, ISV AND CLOUD MANAGED SERVICE PROVIDER

SINCE 2002
SUCCESSFUL ON THE MARKET
AT THREE LOCATIONS:
COLOGNE HAMBURG MUNICH

SPECIALISED IN
MICROSOFT CLOUD TECHNOLOGIES, MODERN WORKPLACE,
MOBILITY, APP VIRTUALISIERUNG & VDI, CITRIX WORKSPACE
APP, VIRTUAL MANAGED SERVICES AND IT-SECURITY

HUNDREDS OF SATISFIED CUSTOMERS

85 ENTHUSIASTIC EMPLOYEES
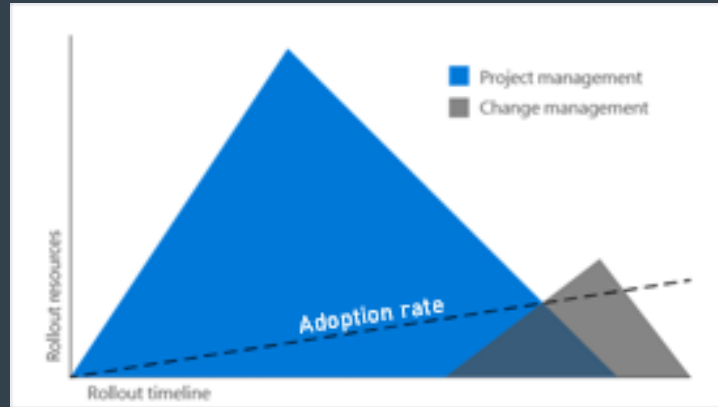EXCELLENT ORGANIZATIONAL CULTURE
COMMUNITY AWARDS

MILLIONS OF GOOD IDEAS

sepago. making people love it.
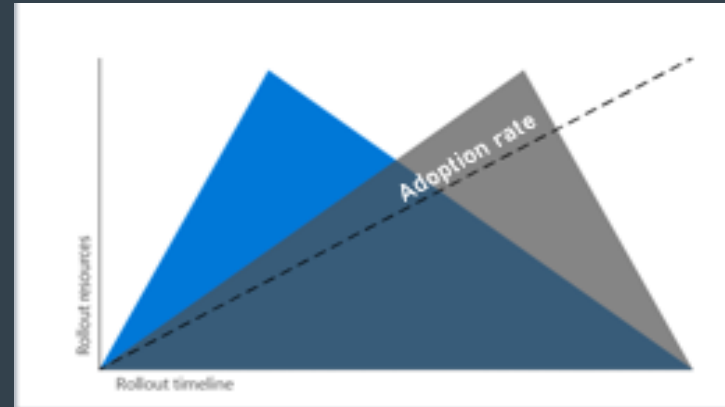
THE COMPANY

- Medium-sized production company from NRW
- 1500 employees generated approx. € 800 million in 2019
- **Current Challenge:**
  The IT department buys Microsoft Office 365 licences and implements them technologically without having the end user in mind.
  The challenge is to involve all stakeholders in the change process across silos in the preparation.

Traditional approach

Best approach

Project management
Change management

Rollout resources
Adoption rate
Rollout timeline

Rollout resources
Adoption rate
Rollout timeline

"The timing and extent of organizational change management significantly influences the success of the software implementation." (Source: Microsoft)

Partner

- sepago GmbH

Features of accompaniment

- **Iterative and agile project execution**
- **Focus: Psychology of change with experiential experiments**
- **Interdisciplinary team: digital management, business psychology, HR department management and IT global admin**
- **Experiential and dynamic workshops**
- **Multiplier approach**

Goals

- **Tailored roll-out management**
- **Development of collaboration and communication principles**
- **Activation of employees**
- **Framework parameters of the New Way of Working**
- **Stakeholder plan**
- **Metrics Plan**

360° roll-out scenario: focus on organizational level

ENVISION

ONBOARD

DRIVE VALUE

Change Management Office 365

Time horizon

- By arrangement
- About 18-22 weeks

Added value

- **Increase in revenue compared to conventional collaboration**
- **Increase active usage of Office 365 through a better understanding of the products and new forms of collaboration**
- **Efficient roll-out management through the use of internal multipliers**

References (DSGVO Anonymized)

- **Hospital (~450 employees) Collaboration**
- **Mechanical engineering (~500 employees) Innovation & digital transformation**
- **Automotive (~ 20000 employees) Adoption & Change**
- **Production & Retail (~40,000 employees)**

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I BUILD BRIDGES BETWEEN PEOPLE AND PROCESSES

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