



# JOURNEY AUTOMATION

A Teams native solution to streamline org-wide business processes and change

V1.0



# The large Enterprise struggles with compliance and adoption in org-wide changes

Large enterprises and Government bodies struggle to adopt managed modern workplace solutions when it comes to streamlining business processes, gain org-wide consensus and compliance, often resulting in weak user adoption. Managing complex yet repeatable processes adds to the challenge of improving workflows and reduce human error.



## CHALLENGES

- Top-down org-wide change causes end-user resistance, with high-risk of low user adoption of new systems.
- Learning how to be productive with a new solution requires continuous effort and additional investment.

## IDEAL SOLUTION

- Vendor-hosted solution to minimize infrastructure costs and know-how.
- Lean deployment and highly customizable for maximum flexibility
- Provides self-service user assistance through AI and ML.

## DESIRED OUTCOMES

- Save up to 80% in time effort to manage complex use case scenarios
- Empower users with self-service strategies and proactive learning
- Reduce risk and maximize error correction with BI



## Journey Automation

Support end users through enterprise-scale change and help them move from one phase to the next with a step-by-step approach that is completely automated.

1

### Vendor- hosted, managed and supported

Minimize infrastructure costs and know-how and always have the latest updates and support included in a monthly fee.

2

### Streamline business processes and change

Introduce change with minimum resistance and risks, engage and empower end-users, and maximize early user adoption.

3

### Native to Microsoft Teams and powered by Azure

[Keep your users in an interface they already know with the only tool they'll ever need: Microsoft Teams.

# SOFTEL Journey Automation & Microsoft Teams

Microsoft Teams is the user interface where many of the users' workflows already happen. Journey Automation is native to Teams and leverages all the underlying messaging and integration capabilities offered by its interface.

## ONE INTERFACE FOR ALL WORKFLOWS

Microsoft Teams is the core piece in the M365 ecosystem where things happen. Users can stay in Teams with no need to learn how to use a new tool.

## COMMUNICATION AND MESSAGING CAPABILITIES

The embedded communication and messaging capabilities of Microsoft Teams makes it the perfect platform to reach end users.

## SEAMLESS EXPERIENCE TO FOCUS ON WHAT MATTERS

Journey Automation blend in the Microsoft Teams interface seamlessly.



# Customer success: a Government migration from Skype to Teams

Journey Automation has successfully streamlined the migration of 45,000+ users of a US Government agency from Skype from Business to Teams, saving them almost 1M\$ in white glove services.

Here's how.

## SIMPLE STEPS FOR A COMPLEX PROCESS

*"Journey Automation provided an easy process for everything from initial setup questions, key training to complete before migration, the migration itself and ensuring key functionality was working correctly after the migration was complete"*

## END USERS ARE MORE CONFIDENT WITH CHANGE

*With Journey Automation, 83% of the users who responded the final survey felt 'very prepared' or 'somewhat prepared' by the training provided on Teams.*

## EASY EXPERIENCE FOR HAPPY USERS

*88% of users who responded the final survey felt the Journey Automation experience was 'very easy' or 'somewhat easy.'"*

# Contact SOFTEL to start your “journey”

Call for more information: +1 877 525-1987

Ask a question via email: [info@softel.com](mailto:info@softel.com)

Learn more: [www.softel.com](http://www.softel.com)

