



Cloud Adoption and Change
Management Services

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About Span

- Digital Solution Provider company, based in Croatia, with offices in Slovenia, UK, USA, Azerbaijan, Switzerland, Ukraine and Germany
- Since 1993, we design, develop and manage IT systems based on Microsoft technologies
- Thousands of customers in 100 countries on 5 continents
- Microsoft Gold Certified Partner with LSP status for EU/EFTA/Ukraine/Azerbaijan + BS and CIS



ISO 9001
Quality
Management
System



ISO 27001
Information
Security
Management



ISO 20000
IT Service
Management
Standard



500+ employees



€65 mil revenues in 2019



>15% growth YoY



+10,000/mo resolved incidents
and customer requests



58% of international revenues



60+% of recurring
revenues



Leading **Microsoft**
partner in the region



4 major operational segments:

- Solution Consulting Services (Infrastructure)
- Service & Solution Management (Support)
- Software Solutions (Software Development)
- Software Asset Management and Volume Licensing



Span Microsoft Competencies

As a respectable partner that Microsoft has chosen for collaboration, development and testing of their products, we expanded our expertise to all existing Microsoft solutions, most recently with a special emphasis on Microsoft Office 365 in combination with the Microsoft Windows Azure.

Microsoft Partner



Gold Cloud Productivity
Gold Cloud Platform
Gold Enterprise Mobility Management
Gold Security
Gold Small and Midmarket Cloud Solutions
Gold Data Platform
Gold Data Analytics
Gold Messaging
Gold Application Integration
Gold DevOps
Gold Communications
Gold Application Development
Gold Collaboration and Content
Gold Datacenter
Gold Windows and Devices
Gold Project and Portfolio Management
Silver Cloud Business Applications

Certificates are important to us because they prove personal and organizational competencies and strength to implement and support specific technologies.

Adoption and Change Management in Business

It is more than just a training

- Every business and IT project should include technology adoption and change management in the planning and implementation phases in order to ensure business value cascading from day 0 to the formal end of the project
- Adoption and Change Management portfolio is focused on how to utilize and implement these applications and tools through practical business scenarios
- Every implementation of new service brings change to:

PEOPLE

End users will change the way they work



PROCESSES

Processes may be modified



ACTIVITIES

Transparency of activities may be increased



PROJECTS

Success of new projects will depend on user adoption



Challenges

in process of change



Adoption of new technology can be difficult and does not happen automatically



Each change implicates natural resistance to change – it can be managed, if planned carefully



Users need to learn new ways of working, not just how to use new technology



Different users have different needs and expectations from technology



Technical implementation of the solution does not guarantee that the solution will be adopted by end users



Some users will continue to use old technology

Benefits

of adoption and change management process



Raise awareness of new ways of doing things and help users to become more receptive to change



Align business and technical needs and assess organizational readiness to change



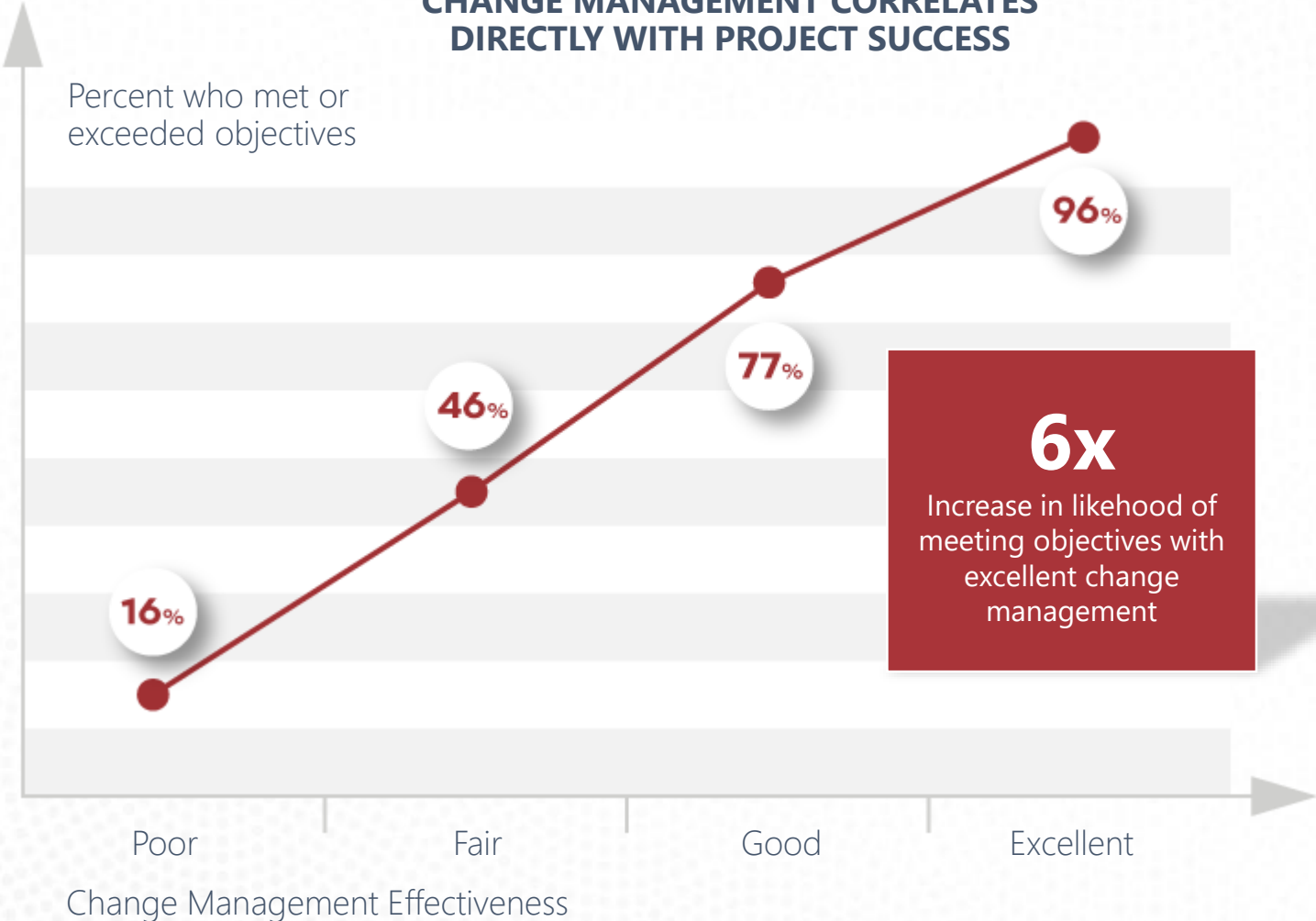
Build internal capabilities – change management can be an essential organizational capability and individual competency for employees, and can help realize the full value of employee-centric outcomes



Help the organization to adopt a standard of constant change so that they remain competitive and successful on the market

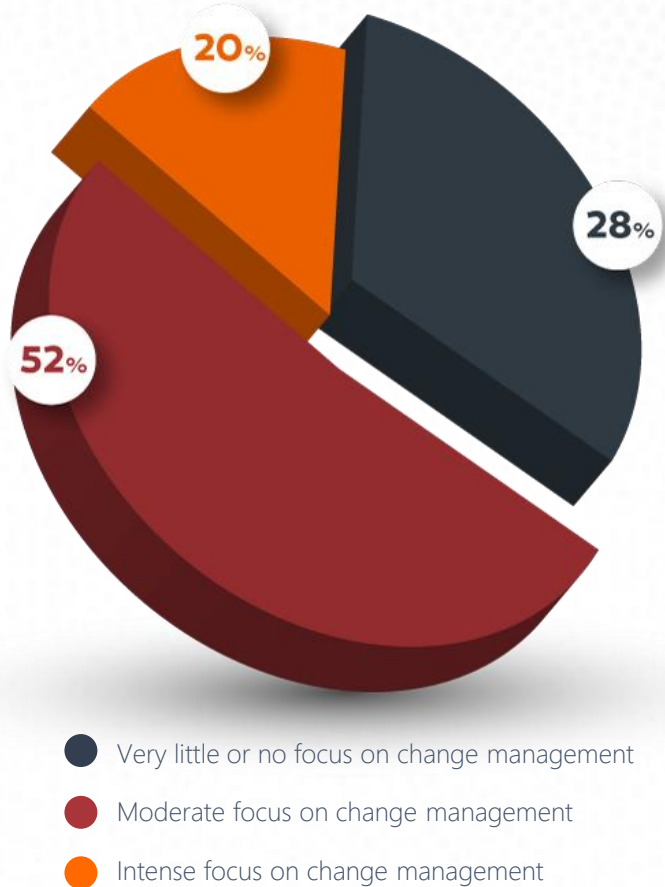
Importance of Adoption and Change Management

CHANGE MANAGEMENT CORRELATES DIRECTLY WITH PROJECT SUCCESS



Source: Prosci Inc.

ORGANIZATIONAL CHANGE MANAGEMENT



Source: Panorama's 2016 ERP Report

Span Adoption and Change Management Framework

Overview



Span Cloud Adoption and Change Management Framework

Deliverables



DISCOVER

Prepare for the change

AS-IS: IDENTIFY IMPORTANT BUSINESS OBJECTIVES AND CHALLENGES

- Define main goals why the change is needed
- Recognize what are current business and technology challenges in organization
- Prepare on how people's behavior will shift in light of the change

IDENTIFY CORE AND EXTENDED PROJECT TEAM

- Assemble a group of people who will have specific role in project implementation from the start and will drive change in the organization
- Describe roles and responsibilities of each role in the project
- Quantify expected resources

TO-BE: IDENTIFY AND PRIORITIZE USE CASES

- Identify scenarios which will cover the ways people will use technology to address business challenges
- Prioritize scenarios by collecting information which will help understand which scenarios will provide the most impact

PREPARE AND LAUNCH

Plan the change

CREATE CUSTOMER SUCCESS PLAN

- Create and plan business scenarios
- Prepare environment and test adoption strategy with pilot users
- Operational preparation of prioritized use cases with project team

DEVELOP AND BUILD COMMUNICATION AND EDUCATION STRATEGY

- Combine education tactics to meet day-to-day operation tasks
- Articulate and communicate business value of change by selecting applicable communication channels
- Build communication and education collateral

LAUNCH CLOUD SERVICES ACROSS ORGANIZATION

- Technical activation (deployment) of cloud services
- Onboarding of target users to new environment
- Prepare and execute launch event

ESTABLISH GOVERNANCE

- Set up IT governance before deployment of services to end user
- Minimize „shadow IT“ usage and meet security and data privacy standards in your organization
- Set up IT governance for all tools that are planned to be used

ENGAGE AND DRIVE VALUE

Monitor and manage the change

IMPLEMENT CUSTOMER SUCCESS PLAN

- Encourage users to start using new technology based on prepared business scenarios on daily basis

MONITOR USER ADOPTION AND COLLECT FEEDBACK

- Analyze usage reports with project team
- Collect feedback

IMPLEMENT IMPROVEMENTS

- Improve project activities based on feedback and usage reports
- Follow business needs through adoption reviews and support changes

DISCOVER NEW USE CASES

- Follow technology roadmap and implement new features
- Regularly monitor business operations and suggest technical solutions to meet evolving business needs
- Update governance policies

Cloud Migration and Management Reference Customers





Any questions?

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Thank you for attention!

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