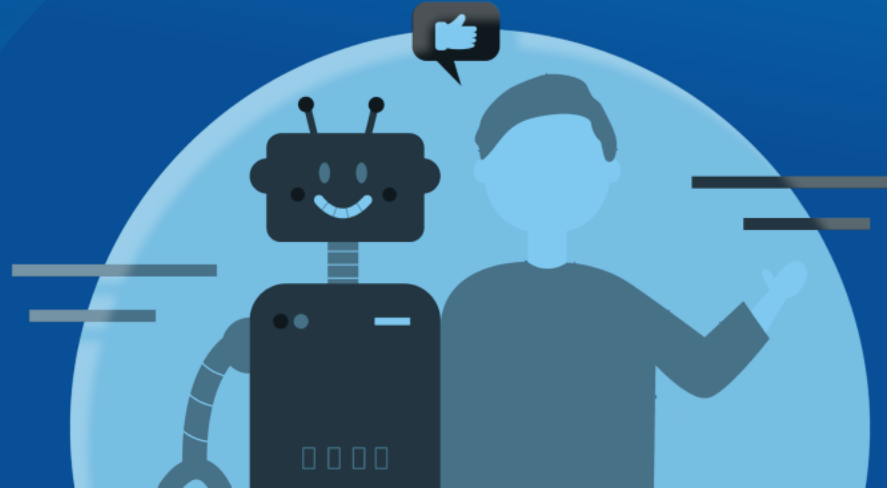


Microsoft 365 Copilot Adoption & Change Management Service

by Tech One Global Philippines





Microsoft 365 Adoption & Change Management



1

Advisory



2

License
Readiness



3

Technical
Readiness



4

ACM



5

Extensibility

Adoption and Change Management



Implementing effective strategies for the seamless integration of users into new workflows and facilitating a smooth transition towards enhanced organizational productivity



Assisting organizations in optimizing their utilization of AI technology and quantifying its impact



Conduct a comprehensive evaluation to identify and prioritize the most valuable use cases for your M365 Copilot implementation



Establish relevant success criteria to measure the achievement of the prioritized use cases

Our Adoption & Change Management Framework



Build Awareness

Communicate the need and benefits of using M365 Copilot. Explain the unleashing of creativity, unlocking of productivity and uplevelling of skills.



Increase Desire

Motivate employees to participate and address concerns or resistance (for example security).



Transfer Knowledge

Provide training and resources. Use the scenarios for demonstration purposes.



See in Action

Provide coaching and mentoring sessions (end user and admin focused).

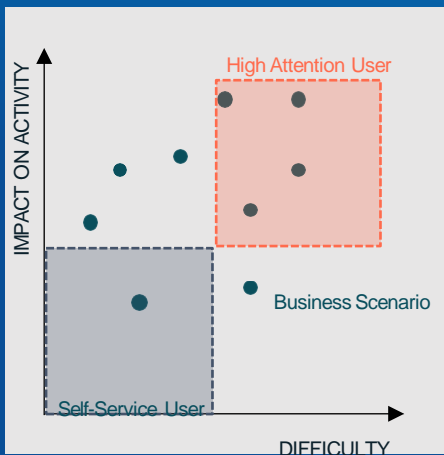


Reinforcement

Collect and analyze data on the impact and outcomes of the change. Share best practices internally.

Adapting the training content and concepts to individual user groups

Impact of business scenarios



Derivation of the user adoption journey

Depending on which business scenarios are relevant for a user, different user adoption journeys arise. In addition, there are the personal factors of these users.

- How are these different groups reached?
- What do these groups need?
- How much and what type of training do they need?

Clustering of users or user groups

| ADOPTION - STAGE | TRAINING TYPE | | |
|------------------|----------------|--------------|------------------|
| | Self-motivate | Team-player | Personal support |
| | Early Adopters | | |
| | Informed | Help from HR | |
| Laggards | | | Help from IT |

For successful user adoption, both perspectives - that of the user group and that of IT - must be taken into account. This requires accurately targeting the right target group and providing tailored enablement for each group.