Adoption and Change Management (TBSACM) Services
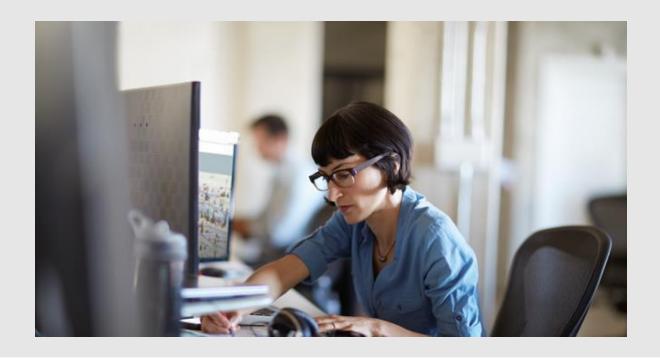
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Derive maximum value from investment in Microsoft 365

Organizational change management is the process of helping employees master new ways of working.

It is one of the keys to drive adoption and proficiency when new tools are introduced in the workplace.

CHALLENGES

The cloud has become integral part of business operations and the speed of updates is becoming higher and higher. Employees require various productivity tools to be available anywhere at any point in time. Businesses are facing challenges with adopting and adapting to these changes .

IDEAL SOLUTION

An effective change management process that enables a smooth adoption and is tailored to the needs of the various user groups.

A process to manage the dependencies and conflicting priorities within an organization.

DESIRED OUTCOMES

A smooth working process enabling a properly planned out and managed migration to the cloud.

Fast and effective adoption of new tools within the whole organization. Maximum value derived from Microsoft 365 investment.

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With TBSACM Services the journey to the Cloud is smooth, simple and effective

TBSACM is an empowering specialist service package that we created to support change management activities needed to drive efficient and sustained adoption of Microsoft 365 tools.

We are here to supplement and help build up your internal capabilities with a goal to successfully realize the full benefits of Microsoft 365 suite.

Evaluate

Different businesses have different needs and careful analysis is required to enable scalability and gain maximum benefits.

We evaluate the impact changes will have on the various stakeholders and users.

Plan

We will prepare your organization for transition to new ways of work through a carefully planned communication, training and support schedule. We create tailored roadmaps and strategy including skills development and service migration.
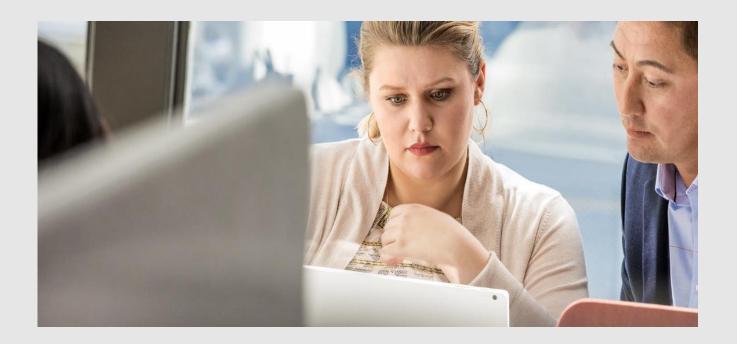
Deliver and Measure

We execute the communication strategy and deliver planned training. We create and track KPIs measuring progress and success. We collect 360° feedback and create plans for continuous development.

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TBSACM Services and Microsoft 365

1. Service Features

TBSACM is a bespoke service program aligned with specific client needs offering Microsoft 365 implementation from PoC to Enterprise deployment

- Preparation and delivery of change management strategy
- Roadmap for Microsoft 365 implementation and adoption across the organization
- Stakeholder analysis and Identification of user personas to support adoption
- Development of various scenarios to maximize benefits realization
- Project Risk assessment and tracking of organizational readiness for change
- Integration of change management with project delivery
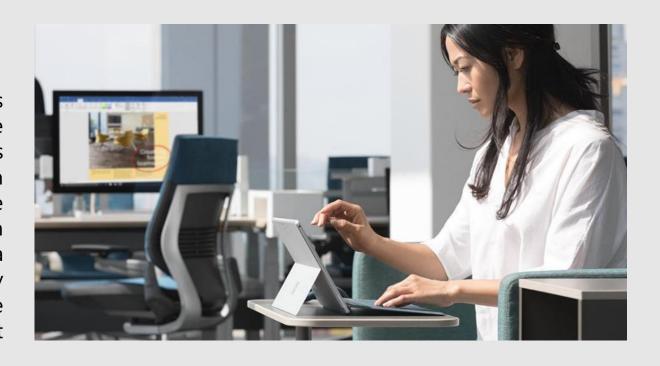- Creation of communication campaigns, coaching & training

2. Benefits

- Successful realization of adoption benefits and usage of Microsoft technologies across all Stakeholders
- Increased engagement with employees
- Empower employees to shift from current to future state of work
- Improved ROI on Microsoft 365
- Smooth implementation and removing the negative side of ongoing change

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CASE STUDY

An international Bank is incorporated in Bulgaria and has over 3,000 employees locally. With a goal to increase staff productivity the Bank decided to transition from Lotus Notes to Microsoft Office 365 in June 2019. TBS worked in partnership with InfoCumulus to deliver effective change management and high adoption across HQ and branch offices post deployment phase. This was done through a combination of thorough planning, analysis and strictly delivered internal communication campaigns, on-presemise workshops and online webinars, as well as ongoing client support.

Analysis and Strategy Planning

TBS worked closely with stakeholders and end users to prepare communication plan and a roadmap for delivery of the various stages.

Controlled delivery and Execution

Progress is strictly measured during execution of the communication campaigns and trainings.

Feedback is gathered and actioned upon continuously to ensure higher acceptance and success of changes across the business.

Satisfaction

"We have successfully partnered with TBS to increase adoption and deliver effective change management for the client's employees before, during and post deployment of Office 365. TBS created and delivered a tailored communication approach and trainings related to the migration from Lotus to Office 365 exchange in a timely and professional manner. TBS team has been and still is very responsive and adaptive if/when change of action is required. The project is receiving positive feedback from all client stakeholders."

Stjepan Vukovic, Director, InfoCumulus

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