

Microsoft Partner of the Year 2020



Teams Adoption

by VENZO_

How can you leverage **Microsoft Teams** to amplify, and simplify, digital collaboration and sharing in your organization?

Our approach

Microsoft Teams is the ideal enterprise tool for teamwork and collaboration. Let VENZO help your organization take full advantage of the benefits and possibilities in Teams with our data-driven approach to optimization and adoption. Read more about the different elements on the following pages.



01

Envision

- ✓ Define success criteria with business stakeholders
- ✓ Use Analytics Insights to start collecting and analyzing data to monitor deployment, adoption, training and issues

02

Implement

- ✓ Complete tech planning and prepare the foundations
- ✓ Pilot and deploy the technical solution
- ✓ Monitor and hand over the technical solution to IT admins and Help Desk staff

03

Onboard

- ✓ Start onboarding users according to a business-aligned roll-out plan
- ✓ Drive adoption through organizational change management (OCM)
- ✓ Introduce ambassador approach to drive local organizational anchoring

04

Drive Value

- ✓ Continue measuring, and managing OCM
- ✓ Define Business Process Automation options
- ✓ Create BPA Proof of Concept
- ✓ Introduce to the organization



01 Envision

VENZO uses Analytics Insights from the very beginning, to help define and quantify ambitious, but realistic, business success criteria.



Define success criteria with business stakeholders

Examples of **criteria** could be:

- ✓ Teams Meeting Option added on most or all meetings
- ✓ Reduction in internal emails by 50%
- ✓ Eliminate or reduce Slack usage
- ✓ Increased usage of OneDrive, SharePoint Online and PowerBI
- ✓ Integrated applications that reduce IT and business user burden
- ✓ Leverage new technologies (e.g. Power Automate, Forms and Sway) to improve end user productivity
- ✓ **Carbon reduction and sustainability**



Use Analytics Insights to start collecting and analyzing

Examples of **the data** we gather to monitor deployment, adoption, training and issues:

- ✓ Adoption degree (for example e-mail time consumption, and regional differences in adoption)
- ✓ Behavioral regulation
- ✓ Training progress
- ✓ Technical regulation
- ✓ Benchmarking
- ✓ Success stories!



02 Implement

A secure, and well thought out technical implementation is the foundation of any Teams adoption success. VENZO makes sure that the technical solution supports your business culture, success criteria, as well as security and compliance requirements.



Complete tech planning and prepare foundations

First, a **tech design workshop** looks at and plans:

- ✓ Access rules
- ✓ External Access
- ✓ External Sharing
- ✓ Retention
- ✓ Compliance
- ✓ Administration
- ✓ PowerApps/Flow
- ✓ Network Analysis
- ✓ Endpoints

Once planned, VENZO starts molding **the foundations**:

- ✓ Analytics KPI implementation
- ✓ Analytics Adoption trackers
- ✓ Policies
- ✓ Calling
- ✓ Meeting rooms
- ✓ Devices
- ✓ PowerApps/Flow
- ✓ Network optimizations
- ✓ Endpoint configuration



Pilot and deploy the technical solution

VENZO provides all necessary **documentation**, including:

- ✓ Tech Solution for User Guides
- ✓ IT Admins Guides
- ✓ Tech Documentation

We start **technical training** of relevant staff:

- ✓ IT Admins (How to handle users, policies, gateways, meeting rooms)
- ✓ IT Helpdesk (How to handle Teams client, troubleshoot client and issues related to meeting and equipment)



Monitor and hand over the solution

VENZO starts **monitoring** the final technical solution and assists your IT admins and Help Desk with any final issues. We start monitoring:

- ✓ Security and compliance
- ✓ Documentation of setup
- ✓ Rights Management and classification
- ✓ Quality in calls and meetings
- ✓ PowerBI Dashboard for Quality
- ✓ Gateways
- ✓ Meeting Rooms

03 Onboard

Understanding and using Teams is not difficult. The complicated part is getting governance right, and teaching users how to take full advantage of the many features and possibilities in the Teams solution by essentially changing their behavior.



Start onboarding users according to a business-aligned roll-out plan

The roll-out plan ensures **alignment** through:

- ✓ Central and local ambassadors to drive local organizational anchoring
- ✓ Behavioral analytics tracking
- ✓ Stakeholder Management
- ✓ Risk management
- ✓ Project Management



Drive adoption through training and communication

To ensure **high end user satisfaction**, VENZO recommends an agile, data-based approach to training:

- ✓ Assessment of needs
- ✓ Training plan
- ✓ Creation of training material
- ✓ Training execution
- ✓ Adjust according to behavioral analytics

P.S. We don't waste your time and money on creating everything from scratch. Instead we adapt standard Microsoft training material to your specific needs.

To ensure **a smooth transition process**, VENZO can also assist with communication:

- ✓ Communication plan
- ✓ Creation of communication material
- ✓ Awareness communication
- ✓ Go-live communication
- ✓ Training practicalities
- ✓ Training evaluation
- ✓ Technical and behavioral readiness assessment based on analytics tracking



04 Drive Value

We now also start to define **Business Process Automation options** on your new Teams platform. In order to build and test PowerApps, and the Power Platform, to automate business processes, we use **design sprints**.



Define Business Process Automation options

In a single design sprint, we take a deep dive into one of your concrete challenges to build and test 1 or 2 prototypes in just four to five days.

The output of the sprint can take the form of a high-fidelity clickable prototype and in some cases even result in a working PowerApp that is ready to be tested with end users on the final day of the sprint.

Design sprints are essentially four-day hackathons where we mix our designers with your teams to co-create power apps based on your identified opportunities.

The big question is - why invest months, when you only need to invest a week?

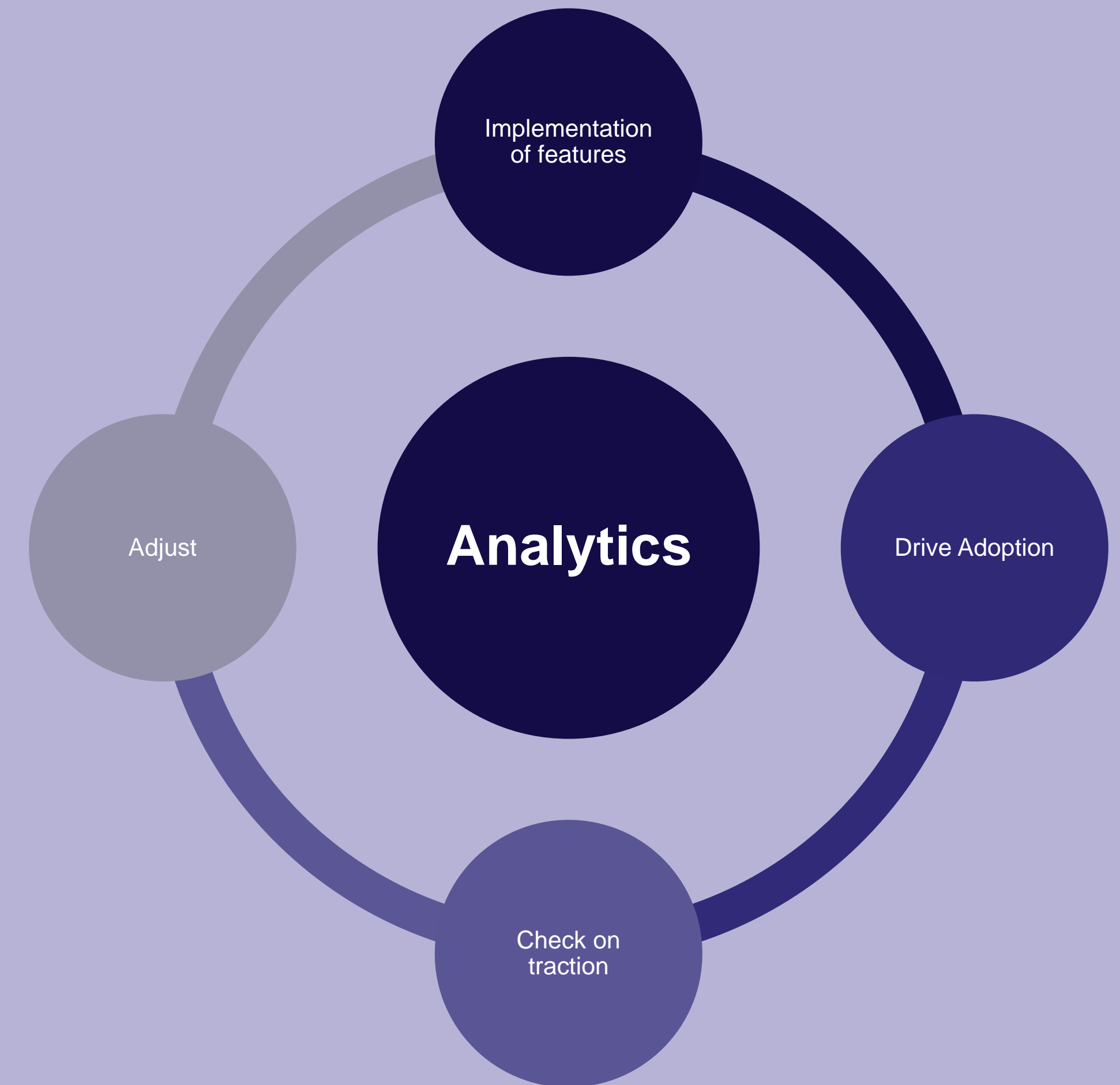


Continuous Adoption & Success Management

We continue to measure and manage the adoption and training tracks in your organization as well as any issues.

OCM and training is based on our unique **Analytics Dashboards**, with specific usage and adoption Insight, tailored to your specific success criteria.

If you want to track CO2 savings, we can add that insight as well and make carbon savings a success metric, and foster a more sustainable work environment.





For more information about VENZO or our Teams Adoption approach,
please contact sales@venzo.com