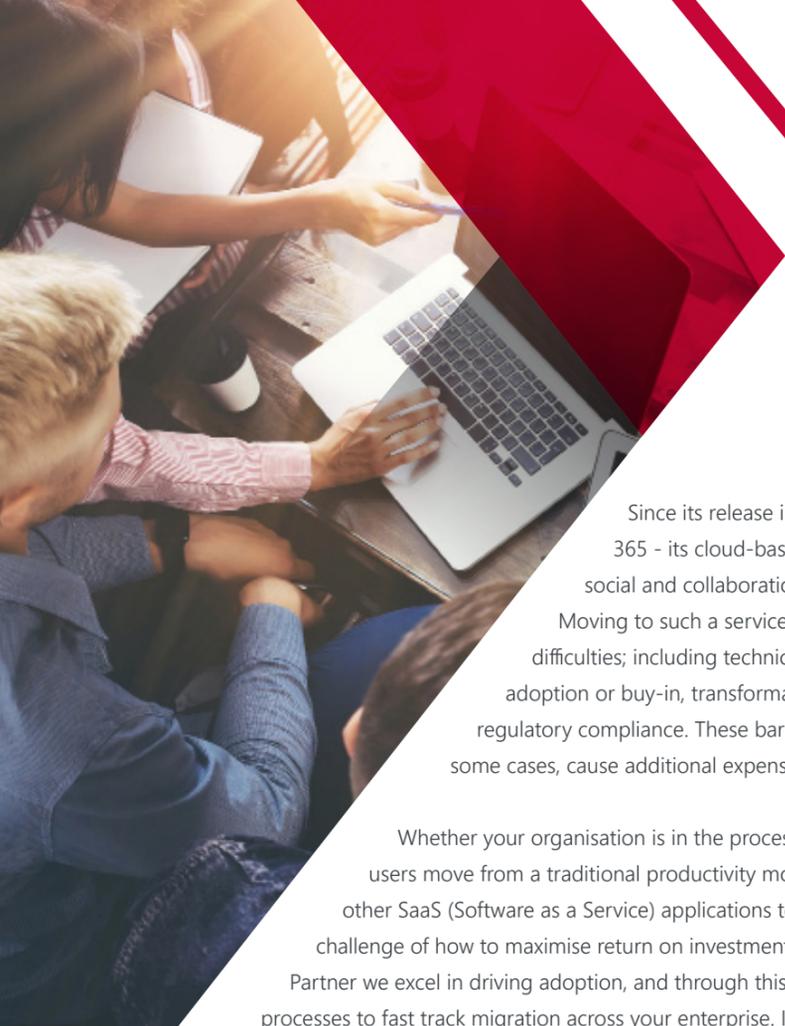


Office 365 Adoption



Since its release in 2011, Microsoft has expanded the services within Office 365 - its cloud-based productivity tool - to encompass rich communication, social and collaboration tools, alongside enterprise-class data storage services. Moving to such a service, while exploiting your entitlement, is not without its difficulties; including technical integration issues, migration challenges, stakeholder adoption or buy-in, transformational training, change management, security concerns and regulatory compliance. These barriers to entry can detract from strategic investment, and in some cases, cause additional expense in order to maintain legacy systems.

Whether your organisation is in the process of embarking upon a significant period of change, as users move from a traditional productivity model to one which is cloud-based, or you are migrating from other SaaS (Software as a Service) applications to Office 365 and taking the opportunity to consolidate; the challenge of how to maximise return on investment is ever present. As a Microsoft Gold Cloud Productivity Partner we excel in driving adoption, and through this tactical engagement can provide the insight, initiatives and processes to fast track migration across your enterprise. If you are partially deployed and need help to expedite the process, our productivity team can guide you.

Scope

Achieving a successful Office 365 rollout requires a focus on driving adoption and a clear understanding of its benefits to the business. This service is designed to assist this by understanding business challenges that can be addressed through a cloud-based productivity tool and includes:

- Setting the vision and identifying business scenarios
- Prioritisation of solutions and creation of an adoption plan
- Support for the execution of the adoption plan
- On-going work to measure, share success and iterate

Engagement Approach

Scoped in accordance with the size and complexity of your organisation, Ultima follows Microsoft best practice, adopting a simple, but effective, four stage process to deliver an on-boarding strategy which delivers real business value.

➤ Step 1 - Analyse

A consultant from our productivity team will lead a call to agree the scope and objectives of the review and further understand the operational challenges currently being experienced. Once completed, we will issue a schedule of engagement, before going on to conduct a workshop with your team to review the following:

- Understand the current vision / strategy and analyse existing adoption roadmap
- Identify key stakeholders who have influence over Office 365 adoption
- Document the proliferation of productivity solutions in use within the organisation
- Understand the collaboration culture alongside the user demographic
- Discover the subscription services in use and the existing adoption level (e.g. none, partial or full)
- Identify and assess current adoption blockers, e.g. skillsets, technical restrictions, strategic direction, security and privacy concerns and regulatory considerations
- Create a vision statement that is aligned to the high level direction of your business and delivers a tangible impact for employees
- Outline individual business scenarios - tied to organisational initiatives - illustrating the targeted goals that the company will achieve within a specific timeframe

➤ Step 2 - Review

The next step is to outline a transformation plan and prioritise the workloads to help you get there:

- For each business scenario defined in the previous stage, map the Office 365 capability to targeted business goals
- Establish the priority for the on-boarding of Office 365 services, in accordance with business demand and existing maturity - this includes assessing and scoring parameters, including complexity, added value, impact and leadership support
- Define success criteria associated with adoption, including what will be measured (e.g. user satisfaction, employee engagement, adoption velocity and metrics related to business scenarios), alongside how quantitative and qualitative data will be captured
- Set adoption goals which are Specific, Measurable, Achievable, Relevant and Time-bound (S.M.A.R.T)
- Identify change champions who can help drive engagement throughout the user community
- Produce a realistic and predictable on-boarding plan which reflects the current needs of the business, and counters known barriers to entry, including role definition, timelines, communications, engagement events, training and risk mitigation activities
- Provide a prioritised list of recommendations to help organically scale out Office 365 across your organisation

➤ Step 3 - Define

In this step your team will begin using the transformation, committing resources and executing against the timeline. To support this endeavour, Ultima will attend a pilot or pre-launch workshop to provide guidance around the impending rollout or launch, ensuring teams are prepared to engage the business using the most appropriate methods e.g. quick start guides, forums and open days, communication plans, marketing campaigns, training guides and learning centres.

➤ Step 4 - Present

As you progress through the on-boarding process, it is important to measure progress in order to continuously improve and deliver better business outcomes. As part of this engagement, Ultima will:

- Show you how to use the Office 365 reports and KPI dashboard to track adoption progress
- Provide end-user survey templates for feedback from the wider community
- Help capture and identify success stories (e.g. cross-functional collaboration) from around your business, which can be re-iterated
- Identify areas of improvement for the continued adoption of Office 365-related services and feed them back to the delivery team

Office 365 Adoption Summary

Key Benefits

- Identify pain points associated with organic adoption
- Help break down the barriers preventing take-on
- Create a sustainable adoption program backed by a Microsoft Gold Cloud Productivity Partner
- Learn how to work in the way you want to
- Delivered in accordance with vendor best practice

Prerequisites

- Support from key stakeholders across the business
- Existing Office 365 subscription / entitlement
- Schedule of engagement, outlining the scope

Key Deliverables

- Understand current position and future goal
- Create a demonstrable Office 365 adoption plan
- Support the execution of the adoption plan
- Help you measure, share success and iterate

Typical Duration

5 Days

Microsoft Partner

- Gold Datacenter
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Identity and Access
- Gold Devices and Deployment
- Gold OEM
- Gold Messaging
- Gold Volume Licensing
- Gold Communications
- Gold Enterprise Mobility
- Silver Software Asset Management

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