

PRODUCT SHEET

ADOPTION AND CHANGE MANAGEMENT

Creating a structured approach to effective adoption

ADDRESSING THE PEOPLE SIDE OF CHANGE

Moving to Microsoft O365 encourages a more connected, collaborative workforce, producing higher-quality work faster as a result. However, research shows that providing new technology alone is not enough. To see an impact, organisations should also focus on their people, and how the technology will impact their day-to-day working experience.

According to industry-leader Prosci, projects that employ Change Management methods to address the people side of change are up to 85% more likely to meet or exceed their objectives. Simply offering classroom training on new tools is too generic to encourage real habit change, but full Change Management programs can be a time-consuming and costly alternative. Often organisations need a balance of Change Management, intelligent training and evidence that users are adopting the technology.

CHANGE MANAGEMENT: A STRUCTURED APPROACH TO DRIVING NEW HABITS

As a global leader in the deployment of Microsoft software and solutions, Modality Systems has a wealth of experience helping organisations successfully transition to Microsoft O365. Our Adoption and Change Management services capitalise on the established Prosci fundamentals, such as the organisational impact of technology, evaluating project sponsorship, creating actionable plans, combined with factual proof of the ongoing adoption of Microsoft technologies.

If you want to address the people side of change and maximise your investment in collaboration technology, our Adoption and Change Management services can help.

ADOPTION AND CHANGE MANAGEMENT: THE BENEFITS

- **Proven methodology** - our approach utilises the Prosci fundamentals and the ADKAR® model for Change Management, an industry-recognised framework with proven success.
- **Measurable success** - we examine real-user data to assess where, and which employees are adopting the technology, employees who need more adoption support, and tracking usage trends to measure success.
- **Know who to target** - identify potential areas of resistance, or those who might need additional support within your organisation. Addressing these early can prevent resistance from spreading any further.
- **Deliver at scale** - our unique, low-touch approach can send specific training and tips to users based on their personal usage habits; encouraging best practice organisation-wide without being limited by staff resource availability.
- **Comprehensive and quick** - with a less intensive process up-front than a traditional Change Management program, our multi-faceted approach can deliver insights and results quickly.
- **Support for both IT and Champions** - we support your IT staff and Champions network through a dedicated IT expert support service.

BRING YOUR PEOPLE ALONG ON THE JOURNEY TO COLLABORATION

Our Adoption and Change Management services offer a range of options tailored to your requirements.

We can:

- Perform initial interviews with key project sponsors to establish the impact that the project will have across the organisation.
- Based on interview findings, produce a roadmap of further sponsorship activities, plus detailed communication and training plans to drive project success.
- Provide real data on user behaviour within Microsoft O365 to monitor growing adoption trends and identify areas that may need further support.
- Encourage specific user behaviour through automated Microsoft Teams tips sent directly to end-users via chat.

- Deliver intelligent training through a variety of media on the collaboration features and functionality targeted at user roles.
- Support management staff through the Change process via live coaching webinars.

Optional extras:

- A Coaching Plan to empower team managers as part of the adoption project.
- A Resistance Management Plan to encourage change-resistant users and influencers to get on board with your project.



Our pool of Certified Change Management Practitioners is available to deliver a full end-to-end Change Management approach. We also have a team of trainers who can supplement your in-house adoption projects by providing Microsoft O365 training.

NEXT STEPS

Modality helps global organisations realise the business value and transformational impact of Microsoft's evolving communications and collaboration suite. Wherever you are on your journey, we'd love to help you. Contact enquiries@modalitysystems.com or call +44 2033 001 370

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com

