MODALITY

DATA SHEET

MICROSOFT ADOPTION AND CHANGE MANAGEMENT

Successfully transition to Microsoft 365 and Teams with data-driven insights and actionable plans designed to drive adoption

ADDRESSING THE PEOPLE SIDE OF CHANGE

Digital transformation is at the forefront of many business strategies, but as remote working becomes the norm rather than the exception, collaboration tools are more important than ever.

Moving to Microsoft 365 and Teams promises a more connected, collaborative workforce, resulting in an increased quality and quantity of work at a faster pace. However, research has shown that providing new technology alone is not enough. To really see a positive, long standing effect, organisations should focus on how the tech will impact their workforce's day-to-day experience.

Industry-leader Prosci® states that employee focused Change Management that addresses the people side of change, are six times more likely to meet or exceed their objectives. Simply offering classroom training on new tools is too generic to encourage real habitual change.
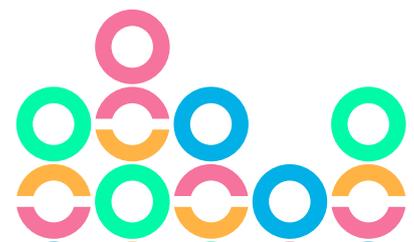
CHANGE MANAGEMENT: A STRUCTURED APPROACH TO DRIVING NEW HABITS

As a global leader in the deployment of Microsoft software and solutions, Modality has a wealth of experience in helping organisations successfully transition to Microsoft Teams. Our Adoption and Change Management services assess the organisational impact of technology change, evaluate project sponsorship, create actionable plans, and provide data-driven insights for the ongoing adoption of M365 and Teams.

BRING YOUR PEOPLE ALONG ON THE JOURNEY TO COLLABORATION

We can:

- Perform initial interviews with key project sponsors to establish the impact and objectives of the project

- 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 which user groups are collaborating within Microsoft 365 and Teams to monitor growing adoption trends and identify areas that may need further support

- Encourage specific user behaviours 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 within Microsoft 365 and Teams, targeted at users and user roles

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 are 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 Teams training.

WHAT'S IN IT FOR ME?

SUPPORT FOR BOTH IT AND CHAMPIONS
Support staff through a system of bots, materials and an expert support desk

DELIVER AT SCALE
Send specific training tips or alerts based on personal usage habits to encourage best practice

COMPREHENSIVE AND QUICK
Deliver insights and results quickly via a simple set up process

WHAT'S IN IT FOR ME?

PROVEN METHODOLOGY
Using the Prosci fundamentals and ADKAR® model for proven Change Management success

KNOW WHO TO TARGET
Identify potential areas of resistance, or those who might need additional support

MEASURABLE SUCCESS
Examine real-user data to identify the fast adopters and track success over time

WHY MODALITY?

When it comes to security and compliance, you need an experienced partner.

As a cloud-first, leading Microsoft partner, we help thousands of Public and Private Sector organisations globally to optimise their business with Microsoft technology. Enhanced by world-class consulting, in-house developed software, and Managed Services, we provide outstanding customer experiences and ongoing success. We don't just deliver Microsoft services, we prescribe a unique Secure By Design and data driven approach ensuring that adoption, security and compliance can be measured and, crucially, reported on to track ROI.

Wherever you are on your Microsoft journey, we'd love to hear from you.

REQUEST A FREE CONSULTATION

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com or call +44 2033 001 370

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