



G-Cloud 14

Adoption & Change Management & Consultancy

Version 1.0

Gold
Microsoft
Partner
 Microsoft

Azure
Expert
MSP

Windows and SQL Server Migration Advanced Specialisation
Teamwork Deployment Advanced Specialisation
Calling for Microsoft Teams Advanced Specialisation
Meeting and Meeting Rooms Advanced Specialisation
Adoption and Change Management Advanced Specialisation
Threat Protection Advanced Specialisation
Identity and Access Management Advanced Specialisation
Information Protection and Governance Advanced Specialisation
Cloud Security Advanced Specialisation
Azure Virtual Desktop Advanced Specialisation

transparency
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Contents

Contents2

Adoption & Change Management Managed Service Overview3

Consultancy Services4

End User Training4



Adoption & Change Management Managed Service Overview

Adoption & Change Management (ACM) is critical for organisations now that technology is changing at such a fast pace. The introduction of the Microsoft Cloud platform opens an immense range of possibilities for users, and a different way of working compared to the traditional IT methods users have been used to for such a long time.

Successful adoption of new technology requires change to the users' behaviour. It's no surprise that not everyone enjoys change; as humans we are all unique and the way we process, move through, and accept change can vary from one individual to another. There is no "one size fits all" when it comes to the way we should approach change.

Transparency's Adoption & Change Management Managed Service provides an effective and proactive way to address and reinforce the business change associated with the transition to Microsoft Cloud services. After all, this transition is a journey for your end users, not just a one-time exercise or project; once technology solutions are available this journey must be reviewed, supported, and reinforced to maximise adoption across your user base. It is important too for businesses to demonstrate continual return on the significant investment made.

Reinforcement becomes your new norm; change is now the only constant in our working days! It is a significant area that requires focus, and Transparency's Adoption & Change Managers will strengthen your internal teams with activities to help support ongoing change, further encouraging and improving end user adoption.

Adoption & Change Management Managed Service highlights include:

- An aligned Adoption & Change Manager
- Adoption reviews: understanding consumption vs. adoption
- Action planning & execution to promote end user adoption
- Workshop to understand Productivity Score
- Proactive virtual education days for all end users
- Transparency Training & Adoption Portal to provide proactive online 'learn when you want' education for users plus a private channel to host your own content
- Insight into new end user features and guidance for maturing adoption best practice
- Option to add pre-paid timebank for ad-hoc activity
- All activity completed remotely, demonstrating the power of the tools!

Transparency's Adoption & Change Management Managed Service is made up of a range of individual service elements. To offer customer choice, we offer these services at two levels, Standard and Premium. Within these two packages, the frequency of various service elements are completed at different frequencies to suit different customer needs and budgets. The detail in relation to the frequency of the service elements included is detailed in the below overview chart.

Service	Standard	Premium
Adoption & Change Manager	Quarterly	Monthly
End User Adoption Review	Quarterly	Monthly
Adoption Execution	Quarterly	Monthly
End User & Champions Education	Quarterly	Monthly
End User Impactive New Feature Updates	Monthly	Monthly
Training & Adoption Portal Provision	One-Off	One-Off
Training & Adoption Portal Usage Review	Quarterly	Quarterly
Training & Adoption Portal Private Channel	Quarterly	Quarterly
Training & Adoption Portal Community	Quarterly	Quarterly

Consultancy Services

Our ACM consultancy services are designed to provide your organisation with the support and guidance that you need, irrespective of the stage you are at on your journey to the cloud.

We understand that organisations like to engage in different ways, and for a variety of reasons. To this end we provide a range of delivery services that accommodate everything from end-to-end managed implementation - starting with a discovery workshop - through to tactical ad-hoc consultancy that ensures you have access to the experts you need, at the point that you need them.

Regardless of your need, our team are on-hand to guide you at every step, providing you with access to knowledge, experience and best practice ensuring you receive a market-leading service providing flexibility and value that Transparency are proud to represent as one of the UK's leading Microsoft Gold partners.

End User Training

Education is an essential element of user adoption, if users don't know why a new app has been made available to them, what it is capable of and how they could use it, how can they be expected to adopt it? That's where Transparency step in, we can deliver fun Microsoft education to your users, let us empower them with new knowledge that will inspire confidence. We keep our sessions short, focused, and relevant to find time in your users' busy calendars and ensure they never reach learning fatigue

Transparency can assist with educating your staff. We'll help with planning and delivery before, during and after the rollout period with the use of presentations, demonstrations and supporting end-user guides.