



Your Expert Training and Adoption Partner

How PWM Training can support you



Our purpose

It's simple -
we help teams collaborate more
effectively and work smarter with
Microsoft 365



How we help

- ■ Expert advice on technology options, roll-out approach and how best to implement change
- ■ Enhance team skills to use new tools and technology and adopt improved ways of working
- ■ Help teams collaborate more effectively to drive productivity
- ■ Maximise the value of your technology investment
- ■ Support on-going employee development and learning

Our services

Training Development and Delivery:
Strategic development of expertly delivered
training sessions and webinars

Change Management Support:

Improving the delivery of services and end user
adoption through comms, written guides and video
to maximise the value of the training

LearnHub Portal:

Hosted on SharePoint, our one-stop shop for your
Microsoft 365 blended learning

Business Consultations:

Expert guidance with
implementation and best practice

Community Management:

Support for end users and
issue resolution



Training development and delivery

Purpose

To assist with the launch of new apps or services, as part of ongoing learning, or to assist with any type of project rollout.

Approach

We work with you on planned and strategic development of expertly delivered blended learning solutions which could include live training sessions, webinars and our renowned LearnHub. Our learning solutions include: the session and content design, production of support materials including videos and guides; and the organisation, communication and delivery of live sessions.

Benefits

Contributes to the learning and development of staff by offering a blended solution to fit all learning styles and to suit availability for learners. This in turn supports the required adoption of key features and processes.

Change management Support

Purpose

To improve end user adoption of new ways of working, covering apps, services and features, by creating a bridge between the end users and the technical teams.

Approach

We can assist with Technical Delivery and other Support Functions with Change Management for delivery of services through communications, written guides and video production.

Benefits

Improved adoption and understanding of new technical solutions.



Business engagement consultations

Purpose

To provide expert advice to management, decision-makers and teams on the best M365 tools to address their needs, how best to implement them and maximise take-up and usage.

Approach

We use our expert knowledge of M365 apps and the insights and experience from previous projects, to work with your team on a consultation basis. This will provide best in class guidance and assist with implementation across all M365 apps, enabling teams to collaborate smarter and get better and faster results.

Benefits

Provides specialist expertise to assist teams in their M365 journey.



Champion Community management

Purpose

To apply our depth of knowledge, technical experience and questioning skills to resolve issues and queries.

Approach

We can perform the role of Community Manager in Teams or Viva Engage communities, to support end users and create a bridge between the end user community and technical support team.

Benefits

Provides expertise to end users and SharePoint site owners. This agile delivery means we can quickly provide clarity and understanding for users.



LearnHub portal

Purpose

Our one stop shop for on-demand Microsoft 365 learning.

Approach

Often, “out of the box” guidance lacks context and doesn’t support your company’s way of working.

‘LearnHub’ is your in-house training hub, hosted on SharePoint, providing videos, FAQs, how-to guides and news articles. It becomes the one stop shop for your Microsoft 365 blended learning, customised to suit and branded to your organisation.

Benefits

Your colleagues have a centralised, modern and effective location to connect to Microsoft 365 training and learning resources.



Our 5 step approach



A selection of M365 projects

Home Office

Microsoft 365 Digital Transformation (2021 – to date)
Online training and videos, Learn Hub development,
digital champion community development, comms
and adoption support



Cambridge City Council

Microsoft 365 Digital Transformation
in-person and online training, videos



Department for Work and Pensions

SharePoint Online in-person training and Train the Trainer sessions



Coca-Cola Enterprise Partners

Microsoft 365 Digital Transformation
Learn Hub Development, SharePoint and bespoke app
in-person and online training and videos



Unilever

SharePoint, M365 Transformation (2009 – to date)
Change management, evergreen and bespoke
business sector training, community development,
comms and adoption support



Public Sector Projects



Home Office

- Jan 2021 – to date
- Large catalogue of short live and recorded modules, for M365 Apps and “Get the job done” focused modules
- LearnHub with almost 1 million hits
- IT Helpdesk call log analysis for guidance & training requirements
- Digital Champion training and community support
- 4.6/5 rating for overall quality of the training sessions
- 4.5/5 for engagement and interactivity
- 91% will apply their learning to their day job immediately



South Cambs District Council

- (April – May 2020 – Covid Support)
- How to run effective Committee meetings
- Microsoft Teams training for Councillors and their support team in line with lockdown legislation changes for Council Committee meetings (2020)
- 121 support calls for Councillors receiving laptops. Support for any aspect of Microsoft 365, predominantly PC and M365 login and basic skills help

Case study

Client

Leading FMCG
company

Project

Microsoft 365
Transformation

Year

2021

The Challenge

To transform the digital environment for 10,000 staff, to get teams working collaboratively with Microsoft 365 with minimum disruption

The Solution

We worked with the migration team to develop a custom training and adoption programme, incorporating flexible learning, direct consultation, workshops, video content and community management

The Result

- Managed pathway for existing and future collaboration
- High adoption rate for new apps
- Skilled and motivated workforce
- 98% positive feedback
- High CSAT rating

What makes us different?

- ■ We are a team of leading industry experts dedicated to digital workplace transformation
- ■ We have been providing Microsoft 365 training and adoption since the launch of Office 365 in 2011
- ■ We have a base of subject matter experts who have proven expertise in delivering engaging user-centric Microsoft 365 campaigns to global enterprise clients
- ■ Our wealth of experience in creating blended learning materials
- ■ Our ability to apply proven adoption methodology to deliver user-led change outcomes



Contact us

Please get in touch to discuss your requirements and how we can help:

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Our goal is to help teams embrace and
understand new technology
We would love to partner with you on your
Microsoft 365 journey

