

Changing Social.

Service Definition Document



Cloud Strategy



Modern Work
Adoption



Low-Code
Innovation



Business
Transformation

Our approach.

It starts with why.

We are the Microsoft Partner driving transformation in the world's largest organisations.

Our goal is to enable organisations and their people to use Microsoft technologies to their fullest potential, enhancing productivity for employees, teams, and the entire organisation.

Founded by a team of former Microsoft employees in 2018, Changing Social has rapidly established itself as a Microsoft Partner capable of delivering significant value in days, not months. Trusted by over 300 organisations, our success is built on a people-first change management approach and a profound understanding of Microsoft technologies.

Our solution areas

At Changing Social, we are dedicated to guiding you through every stage of your Microsoft journey. Whether you're just beginning with enterprise Generative-AI or looking to enhance your existing Microsoft 365 setup, our expert team is here to help you maximise your technological investments. We provide comprehensive planning, deployment, and adoption services to transform your business processes and boost productivity.



Cloud Strategy

We offer a critical Cloud Strategy service, assessing and planning Microsoft technology migrations to enhance your cloud infrastructure, ensuring scalable, secure, and agile business operations.



Modern Work Adoption

Our Modern Work Adoption service facilitates your transition to new technologies with bespoke training and support for Microsoft 365 and Copilot, enhancing workforce empowerment and productivity.



Low-Code Innovation

Embrace rapid app development with our Low Code Innovation service, leveraging Microsoft's Power Platform to foster agility and innovation with minimal coding required.



Business Transformation

Our Business Transformation services guide you through digital change, using Microsoft technologies to overhaul your processes and customer experiences, keeping you competitive in a digital-first world.

We are proud to work with...



2018

Changing Social was formed

400+

Projects Delivered

15K+

Champions Managed Daily

3.7

Hours Saved per Champion

4.8

Net Promoter Score

5



Training Feedback

Hear from our customers



Arriva

Frankie Knott

Changing Social are the nicest and most professional bunch I've had the pleasure of working with. The team that have supported me have been proactive, knowledgeable, and went above and beyond on every front.



Micro Focus

Emily Ball

Changing Social are hardworking and reliable, and I really enjoyed working with them closely. We can't wait to work with them again!



Anglian Water

Sarah Chubb

With Changing Social's reputation, we felt it would be a much quicker, better and more efficient adoption process for us and it's certainly the way it turned out.



Air Products

Sue Burton

Changing Social is a creative, professional organisation that listens well, produces results, and establishes a positive working relationship from the starting gate.

Cloud Strategy

Service Descriptions.

Digital Maturity Assessment.

Our Digital Maturity Assessment evaluates your organisation's readiness across our success factors, providing a strategic roadmap to enhance productivity and effectively pinpoint growth opportunities.

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Adoption & Change Management Strategy.

We offer bespoke change management strategies to facilitate the adoption and best practice of Microsoft technologies throughout your organisation.

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Microsoft Cloud Migration.

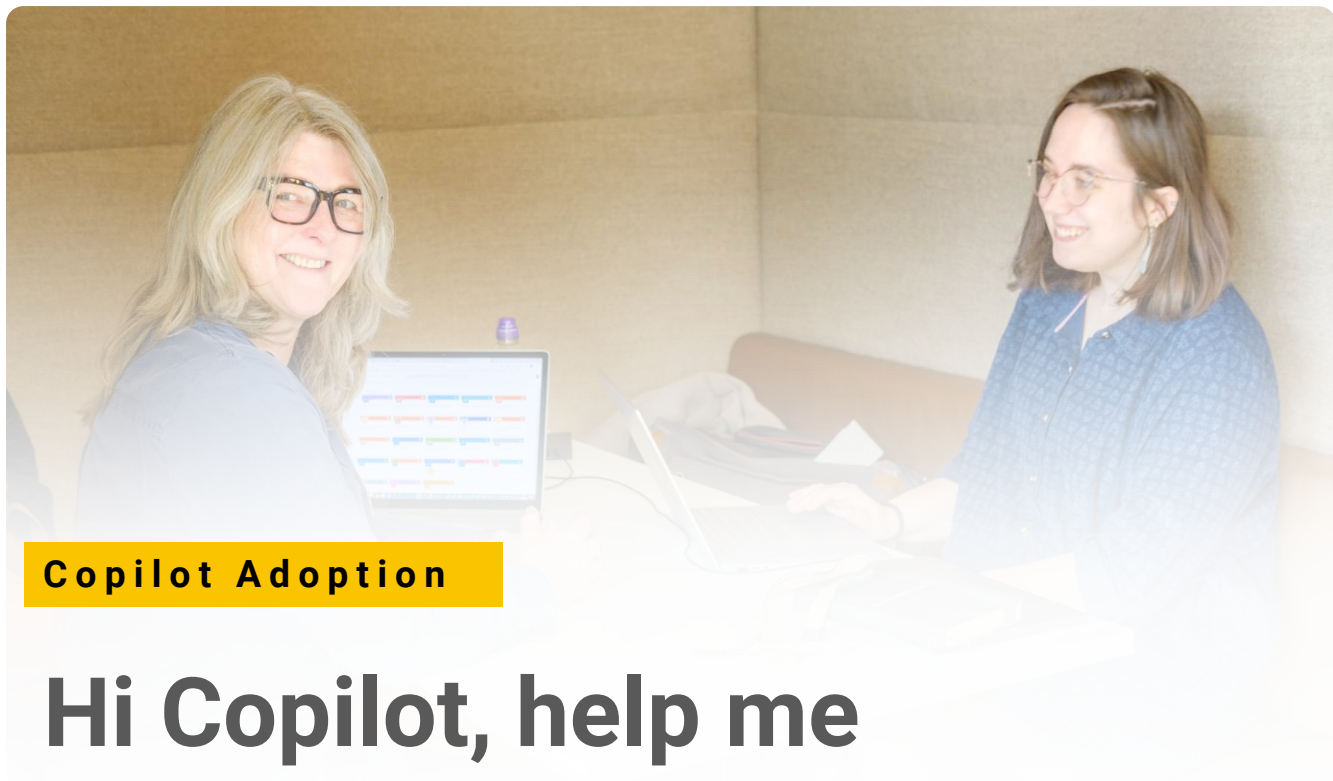
Our migration services ensure a smooth transition to Microsoft technologies with minimal disruption. Our structured processes guide your journey from transition to transformation in just a few weeks.

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Microsoft Centre of Excellence.

The Microsoft Centre of Excellence, sets your organisation up for success. We optimise your tenant for peak productivity, whilst protecting organisational data and IP.

[LEARN MORE](#)



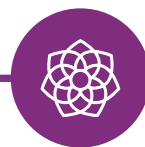
Copilot Adoption

Hi Copilot, help me summarise this data for my management meeting?

Our 3P approach to enterprise gen-AI swiftly delivers ROI within days, not months.



Personas



Patterns



Prompts

As a Microsoft Copilot Jumpstart Partner, Changing Social can unlock exclusive incentive programmes that may include Microsoft-funded workshops, enhancing your adoption and integration of Copilot capabilities at no additional cost.

A Leader in Enterprise Gen-AI Adoption.

Leverage our specialised services to seamlessly integrate Microsoft Copilot into your daily operations, boosting productivity and driving innovation with AI-enhanced tools.

Partner with Changing Social to quantify the ROI and overall value of Microsoft Copilot in your organisation. We prove business value and capture ROI for business case creation, ensuring you fully understand and maximise the benefits of your investment in Microsoft Copilot.

Modern Work Adoption

Service Descriptions.

AI & Microsoft Copilot Adoption.

Integrate AI seamlessly with our Microsoft Copilot Adoption service, providing strategic implementation and training to maximise AI productivity across Microsoft applications.

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Microsoft Viva Enablement.

Comprehensively cover all aspects of the Microsoft Viva Suite, ensuring optimal configuration and adoption to boost both employee experience and organisational productivity.

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Microsoft Adoption & Training

Deliver tailored, effective training across Microsoft technologies with our Adoption and Training service, boosting proficiency and aligning with organisational goals.

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Digital Champions Academy.

Our Digital Champions Academy empowers a network of Microsoft 365 experts within your organisation, enhancing productivity and fostering continuous learning.

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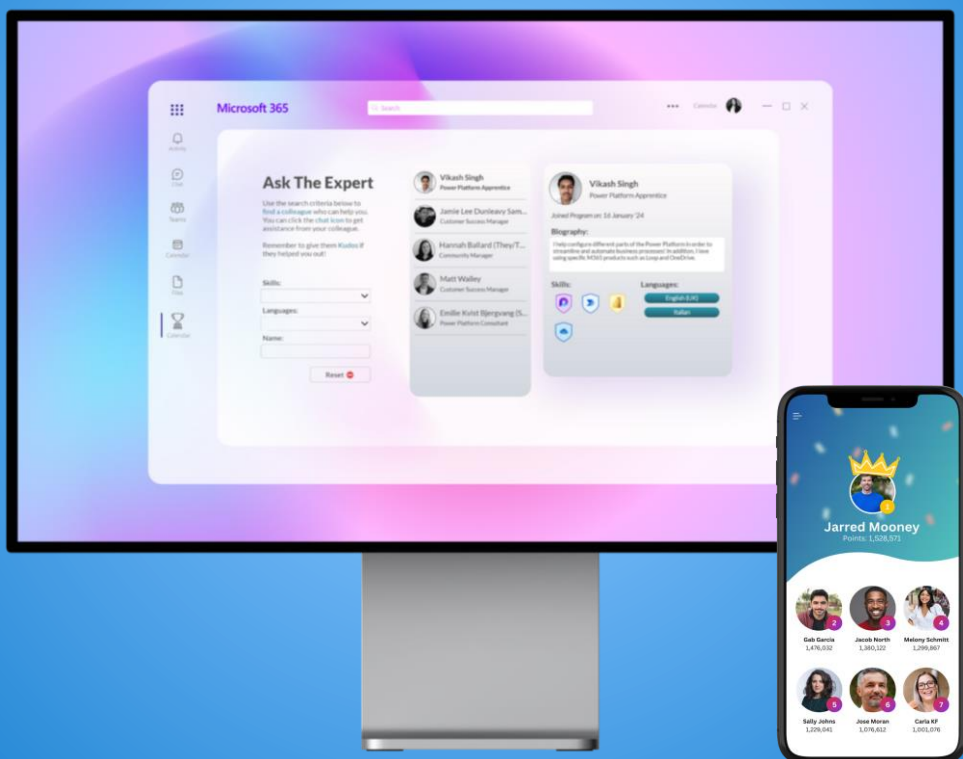
Intranets | Employee Engagement | Leadership Communications

Microsoft Viva!

At Changing Social, our emphasis on Microsoft Viva significantly enhances Employee Experience by developing modern intranets and empowering frontline workers to increase productivity.

We utilise Viva's comprehensive communication tools, including Connections, Engage, and Viva Amplify, facilitating effective organisation-wide communication.

As a Microsoft Viva and Front-Line Worker Jumpstart Partner, we gain access to specific programmes and incentives that considerably benefit our customers, guaranteeing they receive the most advanced solutions and support.



Address the digital skills gap and support your colleagues

Digital Champions Academy

Bridge the digital skills gap and support your colleagues with our Digital Champions Academy. This academy tackles the digital skills shortfall by enhancing digital maturity within organisations via a structured peer-to-peer learning platform.

Our extensive programme not only equips participants with essential digital skills but also cultivates a culture of ongoing learning and collaboration. Additionally, we provide detailed engagement and ROI metrics, enabling you to monitor the progress and impact of your digital champions over time, ensuring measurable enhancements in digital proficiency across your organisation.

Low-Code Innovation

Service Descriptions.

Application Modernisation.

This service revitalises your legacy systems by fully leveraging the capabilities of the Power Platform, enhancing efficiencies in workflow, compliance, and data management.

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Business Process Automation.

Optimise your operations with advanced RPA and bespoke solutions designed to streamline workflows and enhance productivity, aligned with your strategic goals.

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Copilot Studio.

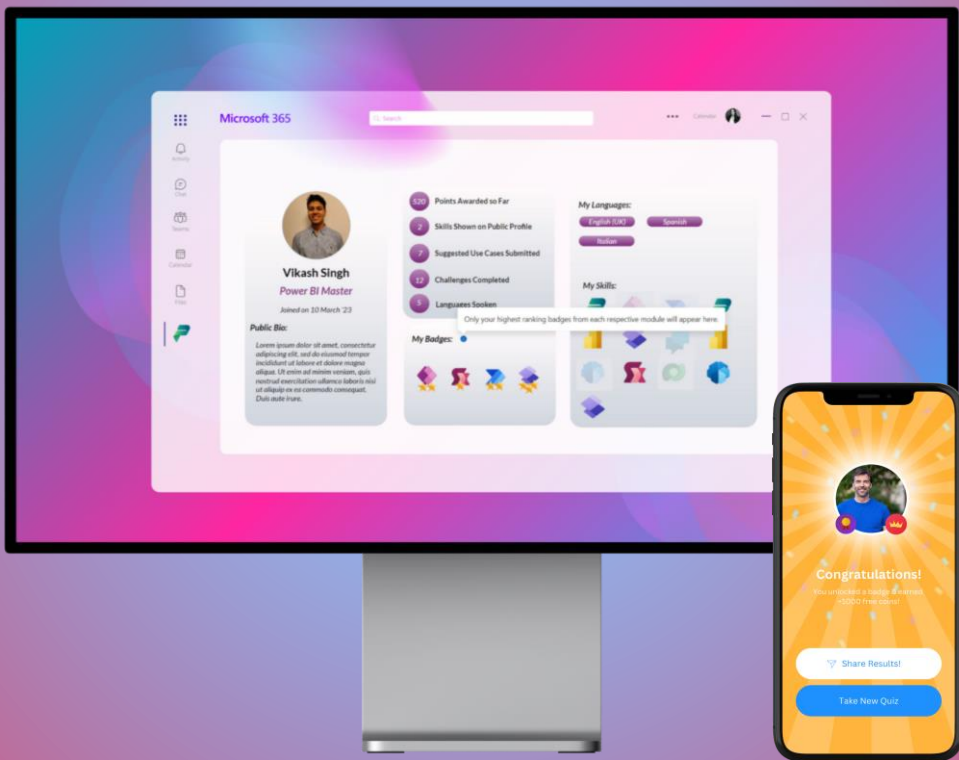
Unlock the potential of AI with Copilot Studio, integrating cutting-edge AI across your business processes to enhance decision-making and automate complex tasks, driving innovation and competitive advantage.

[LEARN MORE](#)

Power Platform University.

Transform your people into low-code developers with our Power Platform University, equipping them with skills to leverage Power BI, PowerApps, and to solve real-world challenges and drive digital transformation.

[LEARN MORE](#)



Power BI | Canvas Apps | Power Pages | Power Automate | Dataverse

Power Platform University

Power Platform University elevates colleagues from beginners to proficient low-code developers capable of tackling real-world business challenges.

This service aligns with your data and platform strategy for low-code innovation, concentrating on Power Platform components that bolster your organisation's goals and objectives.

With bespoke training and strategic alignment, participants forge practical solutions that enhance organisational efficiency and innovation.

Introducing Power Platform University



Structured Learning

Our Power Platform University offers an extensive 12-week curriculum designed to systematically enhance digital skills, equipping learners to proficiently master the Power Platform.



Instructor-led sessions

Certified trainers ranging from PL-100 to PL-900 deliver in-depth lab sessions, providing personalised guidance for both novice and advanced Power Platform users.



Functional Production Apps

Post-training, participants are capable of developing functional applications, boosting digital capabilities with ongoing analytics, reporting, and engagement support to measure progress and impact.



Customised Content

Learners benefit from tailored content that aligns with their specific learning journey and digital capabilities, enhancing the educational experience through relevant, practical modules.

Business Transformation

Service Descriptions.

Copilot Third-party Integrations.

Leverage the full power of Microsoft Copilot across your third-party applications through advanced automations to elevate business productivity.

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Copilot for Sales Enablement

Integrating Copilot for Sales enhances productivity and sharpens strategies, fostering growth and improving outcomes by synchronising with CRM platforms like Dynamics 365 Sales and Salesforce.

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Dynamics CRM Deployment.

Optimise your customer relations with our Dynamics CRM Deployment, aligning your sales, customer service, and marketing strategies. Benefit from custom solutions that drive business growth.

[LEARN MORE](#)

Dynamics ERP Implementation.

Tailor your ERP system to enhance financial management and operational processes, ensuring seamless integration and efficiency across your organisation.

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Modernise and streamline business processes with Apps and Automation

Application Modernisation

Our Application Modernisation service, centred on Power Apps, is specifically designed to streamline and enhance software applications across UK public sector organisations.

This service transforms outdated systems into modern, efficient solutions that improve workflow and data management. By utilising Power Apps, we enable public entities to develop bespoke, low-code applications tailored to their specific operational needs and strategic objectives, thereby driving enhanced efficiency and digital agility in public service delivery.

Your Microsoft Solutions Provider

The benefits of working with us.



Maximise the ROI on licence investments

Harness full value from your software licences with our expert strategies that ensure maximum ROI, tailored to meet your unique operational needs.



Realise a faster time to value

Accelerate your journey to operational excellence with our streamlined deployment processes, designed to deliver quicker returns on your technology investments



Make the most of your Microsoft relationship

Leverage our deep partnership with Microsoft to enhance your tech ecosystem with exclusive insights and access to cutting-edge innovations.



We do the heavy lifting

Let us handle the complexities of digital transformation. Our dedicated experts manage the heavy lifting, allowing you to focus on core business functions.

Our Journey in Corporate Responsibility

Health & Wellbeing

- **Wellbeing Wednesdays:** Monthly dedicated wellbeing activities.
- **CultureAmp:** Continuous monitoring of wellbeing and work-life balance.
- **Socials:** Monthly events to boost team culture.
- **Wellness Plan:** Support resource for line managers.
- **Mental Health First Aiders:** Ongoing support.
- **Viva Engage:** Introduced wellbeing channel.
- **Engagement Survey:** Regular employee satisfaction check-ins.
- **Charity Support:** Sponsored Level Water employee swim.

Equality

- **Policies:** ED&I policy implemented, accessible on CS Home.
- **Hiring:** Upheld merit-based recruitment.
- **Seminars:** Operations & HR participated in ED&I seminars.
- **Certification:** Achieved Disability Confidence Level 1.
- **Charity Support:** Contributions to LGBTQ+ initiatives.
- **Flexible Working:** Supported diverse working arrangements.

Climate Action

- **Paperless:** Continued commitment to being paperless.
- **Reusable Bottles:** Provided to all employees.
- **Remote Working:** Reduced emissions from commuting.
- **Charity Support:** Donation to Global Action Plan.

Decent Work

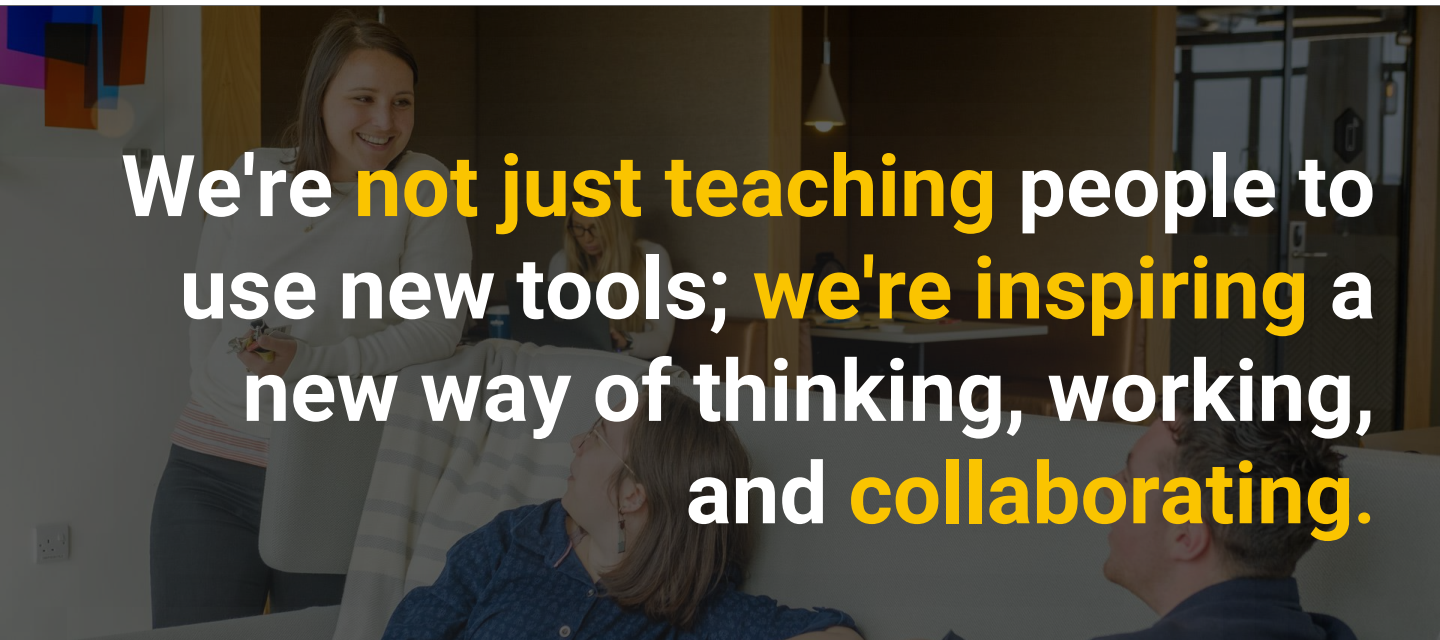
- **Talent Acquisition:** Hired internal Talent Acquisition Manager.
- **Professional Development:** Courses and certifications provided.
- **Apprentices:** Supported new and completed apprenticeships.
- **Hiring:** Added 15 new hires.

Quality Education

- **University Partnerships:** Courses with Bristol UWE/Coventry.
- **Future Partnerships:** Expand collaborations with universities and enterprises

CONTACT US

We'd love to hear from you.



We're **not just teaching** people to use new tools; **we're inspiring** a new way of thinking, working, and **collaborating**.

Transform your organisation with our expert Microsoft 365 adoption strategies. Our Prosci-certified consultants are dedicated to developing solutions that **enhance both productivity and innovation within your enterprise**.

Contact our team of Microsoft Adoption and Change specialists to arrange a meeting to see how you and your colleagues can **make the most of Microsoft 365**.

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