



Business Change & Adoption Services

G-Cloud 15 - Lot 3: Cloud Support



About Advania UK

Advania UK – Overview



Advania UK is a leading cloud and digital transformation services provider helping ambitious organisations and their people to succeed.

We empower clients to transform the way they do business, optimise the way their people work, and provide them with flexible and secure platforms on which to operate. We are a prominent Microsoft partner, one of 25 elite partners around the world. We have offices located in London, Manchester, Milton Keynes, Reading, Cardiff and Sheffield.



Microsoft Expertise and Partnership: We are one of the UK's leading and most awarded Microsoft services, solutions, and support providers with:

- Global Education Partner of the Year 2023
- Global Customer Experience Partner of the Year 2022
- One of 4 UK providers with Azure Expert MSP status
- 12 x Advanced Microsoft Specialisations
- Complete range of Solutions Partner designations including Infrastructure (Azure), Digital & App Innovation (Azure), and Security
- Advania is one of only 4 providers in the UK (and one of 40 globally) to be recognised as (end-to-end) Solution Partner for Microsoft Cloud.

Specialist Knowledge: We have 8 x Microsoft MVP's as full-time permanent staff members who are directly involved in developing Microsoft's public offerings, including Microsoft Azure. This expertise in Microsoft technologies not only ensures our ability to deliver a successful outcome but also allows us to leverage our Microsoft relationship to support you in multiple ways.

Proven Track Record of Success: We have performed a range of digital transformation, cloud migration, data & AI, and Microsoft based services for clients across both Public and Private sectors.

Facts and Figures



96%

Customer
Satisfaction
Scores



Microsoft
Partner

Azure
Expert
MSP



8

Office
Locations



8 MVPs

(Microsoft Most
Valuable Professionals)



 **Microsoft**
Solutions Partner

Microsoft Cloud

12

Microsoft
Specialisations

cloud**tango**
ENTERPRISE
GLOBAL100
2023

SOC

Powered by
Azure Sentinel

1,000+

Employees



ISO
9001, 27001, 22301 and 45001



 **Microsoft**
2023 Partner of the Year

Winner
Education Award

The **Leading** Microsoft Partner in the UK

19 Awards **8 MVPs** | Microsoft Most Valuable Professionals



12 Specialisations

- Azure Virtual Desktop
- AI Platform on Azure
- Small and Midsize Business Management
- Identity and Access Management
- Information Protection and Governance
- Cloud Security
- Threat Protection
- Modernise Endpoints
- Adoption and Change Management
- Low Code App Development
- Microsoft Copilot
- Microsoft Azure Analytics

Other awards and acknowledgments



Our Overall Proposition

1. Modern Work

Microsoft 365 | Copilot | Fresh Intranet | Viva | Converged Comms SharePoint Premium | Teams Rooms | Teams Voice | Surface Pro Frontline Workers | Endpoint and Device Management | Adoption and Change Management

2. Infrastructure

Azure Migration | AVD | Azure VMware Solution | Managed Azure | Licensing | Business Continuity and Disaster Recovery | DevSecOps Managed Services | 24/7 Service Desk | Global Support | Process Management

3. Business Applications

Dynamics 365 | Azure | Power Platform | Business Operations Low-code Apps and Automation

4. Data and AI

Data Governance | Fabric | Purview | Synapse | Power BI Private ChatGPT | AI Apps | Strategy and Advisory

5. Digital and Application Innovation

Strategy and Advisory | DevOps | Automation | App Development

6. Security

CSOC | Governance, Risk and Compliance | SIEM | Threat Detection | Threat Intelligence | Managed Detection and Response | Network Monitoring | Vulnerability Management | Assurance | Multi-cloud Security | IAM | Pen testing



Solutions **by** Need



Employee Experience

Create an employee experience that inspires and empowers your people.

Microsoft Viva

SharePoint

Fresh

Microsoft Teams

Devices and endpoints

Efficiency & Sustainability

Make operations more efficient and sustainable through technology.

Microsoft Azure

Dynamics 365

Power Platform

Microsoft Teams

Fresh

Business Agility

React and respond to change with scalable solutions that deliver optimal value.

Microsoft Azure

Unified communications

Cloud migration

Managed services

Cyber security

Future Readiness

Prepare your organisation to embrace tomorrow's way of working.

Microsoft 365

Microsoft Azure

Microsoft Syntex

Private ChatGPT

Power Platform

Security & Compliance

Secure your people and data from the evolving volume and complexity of cyber threats.

Cyber Security Operations Centre

Managed Detection and Response

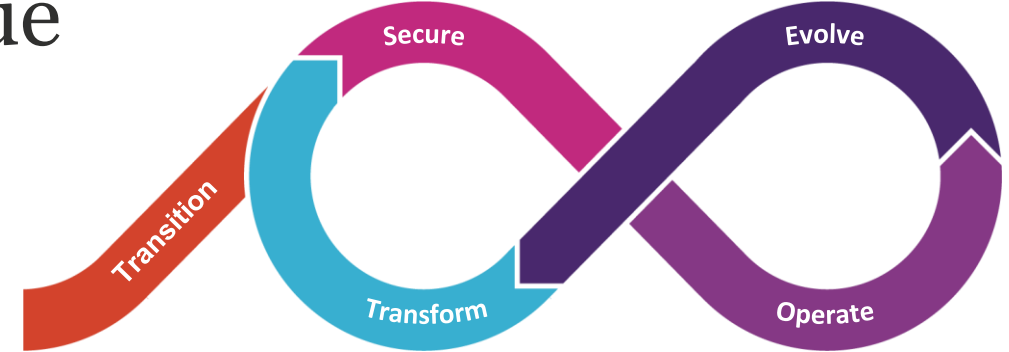
Microsoft 365 E5

Testing

Commitment to continuous engagement driving client value



Advania enables its clients to continuously transform and evolve through an integrated and iterative client journey, underpinned by a secure and supported set of solutions, with specialist focus on the Microsoft 3 clouds



What

How

Transform	Advania's delivers true digital transformation through a consultative and client centric approach, leveraging strategic and technical thought-leadership	Deliver transformed applications and business processes through low code/no code solutions such as Power Platform; Dynamics 365; Cognitive Services; Azure DevOps and data and application modernisation
Secure	Advania provides end-to-end security architecture design, implementation and management services to protect complex exponentially increasing risks	Cyber and compliance offering leverages M365; Azure Sentinel and core cyber expertise to deliver: Risk and Maturity Assessment; Governance; Assurance; and Detection and Response
Operate	Advania provides end to end support services and service management. Uniquely able to support clients adopting Microsoft's rapidly evolving solutions	Market leading ITSM tools and automated processes, helps clients to harness the value of public cloud and in complex technology landscapes
Evolve	Persistent transformational change and business improvement to meet evolving client and user needs and technology change	Strategic and technical advice and thought leadership through technical, management, digital insights and strategic roadmaps
Transition	Advania provides a dedicated Transition Management function to ensure successful new client onboarding and ongoing operational service model changes	Proven and effective transition project management methodology

Our Journey So Far...





Some of our clients

Public & 3rd sector



Professional services



Infrastructure & engineering



Financial services



Other





Business Standards & Accreditations

Advania has achieved accreditation or certification in the following business and security standards:



The ISO 9001 accreditation provides our clients with the confidence that Advania consistently meets our client's expectations and regulatory requirements around service quality.



The ISO 27001 accreditation provides our clients with the assurance that Advania continually adheres to best practice standards relating to data security.



The ISO 22301 accreditation provides our clients with the comfort that Advania continually validates the maintenance and improvement of our business continuity management system.



The ISO 45001 accreditation provides our clients with the knowledge that Advania provides a safe and healthy working environment to our employees.



The Financial Services Supplier Qualification System (FSQS) is a framework that ensures suppliers to the financial services industry pass the required high standards to meet the needs of the buyers in the scheme.



Advania is an accredited supplier on the G-Cloud framework, offering a range of services to the public sector, including Managed Azure and Office 365 services.



ITIL Version 4 is the standard that the service desk uses to provide a single point of contact to users.



PRINCE2 is the standard that ensures our projects are accurately planned in measurable stages. PRINCE2 demands consistent project delivery and is flexible enough to scale to any size of project.



The Cyber Essentials certification provides our clients with the reassurance that Advania deploys controls to ensure we can defend against the most common forms of cyber attacks.



Advania adheres to the UK Data Protection Act 1998 and the EU Data Protection Directive (95/46/EC). Advania is registered with the Information Commissioner's Office (Registration No. ZA127305).

Recognition and Accreditations



Information Security
Management



Quality Management



Business Continuity
Management



Health & Safety
Management



Security Cleared
Engineers





G-Cloud 15 Service Definitions

Our G-Cloud 15 Services: Overview



Whether you require support in designing your future technology roadmap, need support mid-project to drive forward your new services, technologies and processes or require help with encouraging users to work and behave differently, Advania have the knowledge, skills, expertise and scale to be able to offer high-quality, reasonably priced consulting services.

See the following pages for an overview of each service offered.

Our Team

Our team has deep knowledge and understanding of Public Sector and a track record of challenging legacy technologies, supporting new ways of working and new service models to enable users to work most effectively.

Ordering Process

Advania provides the services on a project or ad-hoc basis. We work with clients during a pre-sales stage to understand their requirements, outcomes and business benefit sought. We then design and agree the specific services which are captured in a Statement of Work (SoW). The client is required to accept and sign the SoW, with a defined invoice schedule and then raise an associated Purchase Order for the service. Once received, we promptly mobilise resources for the engagement.

On-boarding

Advania have a standard on-boarding and mobilisation approach for all our engagements. We typically run a kick-off meeting with the project sponsor and other relevant stakeholders to confirm the scope of the engagement, the key activities and outcomes, high-level timescales and the resources/inputs required from client's team(s) to ensure success. Agreed follow-on activities are then planned/executed.

Security and Information Assurance

Our engagements can cater for services of any classification. Our staff hold a range of NSV levels of vetting and can operate with information at all levels of the Government Security Classification (GSC) scheme.

Skills and Knowledge Transfer

We recognise that transfer of skills and knowledge to the client's team is a critical element of the G-Cloud services provided to any Public Sector clients. Our consultants and engineers are experienced in delivering skills and knowledge transfer using an approach, tailored to skills gap and individual(s), ensuring effectiveness and consistency.

Service Management

Advania has a wealth of experience in Service Management and toolsets across a broad range of platforms. We work with each client to implement the best-suited toolset(s) including Service Now, Azure and Microsoft 365 native monitoring, and 3rd Party Service Management toolsets.

Off-boarding

During project closure, we will ensure all agreed deliverables have been provided and accepted by the client, completing skills transfer where appropriate. Any client data obtained through the course of the engagement is removed from our systems in strict accordance with the data deletion policy relevant to the information classification level.

Business Change & Adoption Services

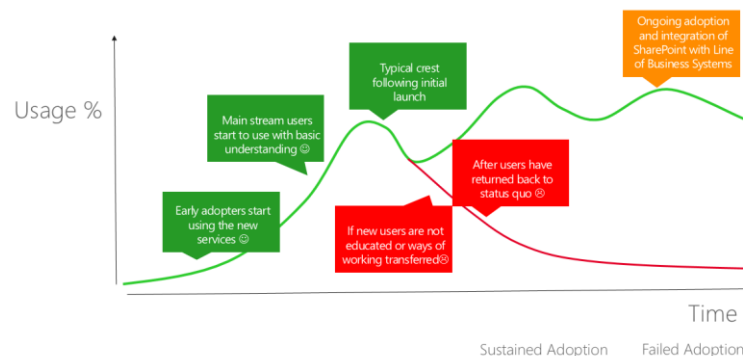


Service Overview

Having delivered many projects over the years, we realise that successful implementation of any technology is 20% about technology and 80% about the people using the technology. As one of an organisation's most important assets, the people within your business should be the emphasis of any IT transformation.

We have a well-defined and tested approach to enable a successful adoption of Microsoft 365. Our approach focuses on the business value at the heart of technology, business strategy, and user goals. This ensures that your business deploys technology in ways that truly support your workforce and helps them to smoothly transition across to improved ways of working. Our approach is broken down into three phases: Prepare, Manage and Reinforce, that align with the typical pre/during/post-deployment stages of a Microsoft 365 programme.

Improving employee ways of working, and helping you to realise the full benefits of your Microsoft investment



Features

- Change Management discovery workshop
- Change planning - Communications, resistance, training, champions
- Employee focussed adoption strategy
- Microsoft 365 ways of working definition
- Prosci ADKAR methodology applied
- Training / Enablement
- Business engagement workshops / sessions
- Executive and PA specific training / support

Benefits

- Use end user context to help sell the benefits of Microsoft 365 to the organisation
- Targeted recommendations on how ways of working can be optimised
- Gain detailed insight and analysis of users' behaviours and needs
- Receive actionable recommendations to improve user experience
- Provide user-centric inputs to your digital strategy and digital transformation
- Implement change through training and enablement services
- Support technology business cases with justification for the user experience
- Identify risks and understand cultural and process-related impacts
- Identify and design Governance Framework.
- Define "What's in it for me / the organisation"

See the following slides for the examples of the Business Change and Adoption services we can provide to support your digital transformation journey.

Business Change & Adoption Services cont.



User Research and Analysis

- Invaluable when:**
- You are unclear what tools and features are fit for the business
 - You are not sure how to use Microsoft 365 for specific problems
 - You need to qualify project team assumptions

After conducting interviews (and/or survey) with your staff we create an analysis document. This includes pain point graphs and trends supported with key anonymised quotes; personas; before and after journey mapping; and user scenarios that show how new technology can be best utilised by different roles. Technology is referenced in a way that is contextual to the work that your people do.

Benefits of user research:

- Use end-user context to help sell the benefits of Microsoft 365 to the business
- The business gain understanding of Microsoft 365 capabilities
- Targeted recommendations on how ways of working can be optimised (by role)

User Research & Analysis Approach



Microsoft 365 Business Change and Adoption Strategy

Microsoft 365 as a product provides a host of features and benefits that your organisation can benefit from if harnessed correctly. A Microsoft 365 Adoption Plan describes how the benefits of your Microsoft 365 deployment will be communicated to users and what kind of training and support you'll provide.

We can:

- Run change assessments to identify the level of risk associated with the change, and to what degree the change is cultural or process-orientated
- Identify your Governance Framework
- Help your employees to understand "What's in it for me" and "What's in it for the organisation"
- Plan and implement each stage of your change management strategy

Benefits of an adoption strategy:

- A demonstrable and structured approach to guide organisational M365 adoption
- Explain how the Business can benefit from Microsoft 365
- Ensure the solution will be successfully embedded into organisational ways of working

Business Change & Adoption Services cont.



Microsoft 365 Training and Adoption

The following are typical training activities that can be carried out as part of business change planning and adoption. A Transition Plan includes details of these activities, when they will be needed, and who should execute them.

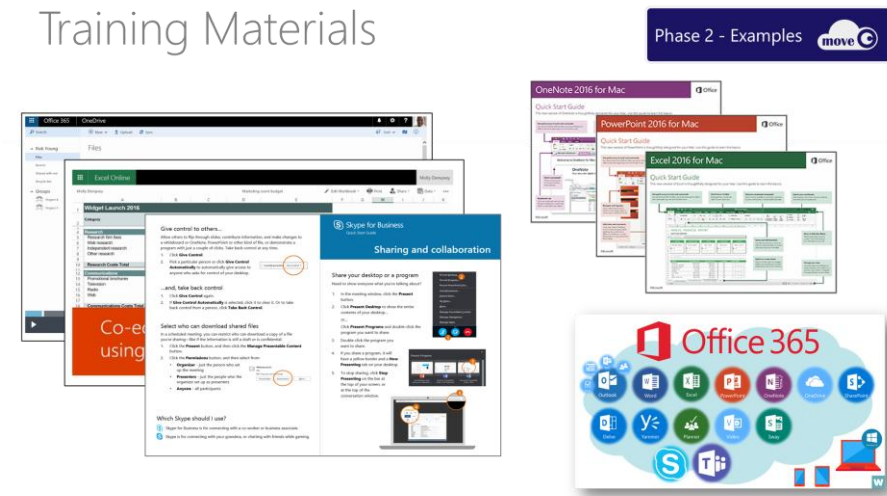
We can:

- Classroom-style training
- 'Train the Trainers'
- Training 'project champions' and 'content owners'
- Small group demonstrations and interactive activities such as wall work
- Drop-in clinics
- Floorwalking
- Videos to promote specific ways of using new technology
- Lunchtime education sessions ('Lunch and Learn')
- Bespoke support at the top level, to help executives demonstrate active leadership with the new technology

Benefits of Training and Adoption Services

- Educates staff on how to promote buy-in to Microsoft 365 from within their own teams or departments, leading to improved adoption of Microsoft 365 technologies
- Builds a business community supportive of Microsoft 365
- Gives staff opportunities to discuss issues, learn new tips and tricks, and gain confidence in new tools
- Promotes executive level support for new tools
- Provides engaging educational content around defined usage scenarios

Training Materials



Business Change & Adoption Services cont.



Microsoft 365 Analytics

We can:

- Collate and analyse your data
- Create an adoption measurement score card with recommendations on how to improve and/or sustain adoption rates on a per deployed workload basis
- Design a measurement plan that identifies the ongoing process for collecting feedback, auditing compliance, and analysing your results

Benefits of Analytics:

- Effective Adoption Measurement and Resistance Measurement
- Measure adoption rates
- Ensure Microsoft 365 ROI

Business Outcome Scorecard											
Goal	Type of Value	Business Owner	Measurement				Percentage of Target				
Business Value			KPI Measure	Data Source	KPI Formula	KPI Baseline	KPI Target	2017 - Q1	2017 - Q2	2017 - Q3	2017 - Q4
1. Employee Satisfaction: Decreasing average age of workforce demanding modern collaboration modes. Employee satisfaction improved by 20%. 2. Open Communication: A safe and open collaboration approach for easy sharing of messages and news between employees, at all levels, that facilitates two-way communication.	Agility	Melanie Cooper	No. of Employees on Yammer (Members)	Yammer Data	Yammer Members / Total Number of Employees	1%	60%	1%	21%	48%	62%
		Melanie Cooper	Percentage of Members Engaged	Yammer Data	Number of Engaged Members / Total Number of Members	100%	70%	10%	40%	70%	82%
1. Productivity: Increasing mobile and geo-disperse workforce. Employee access to work-related information improved by 300%. 2. Collaborative Projects: Drive productivity by facilitating cross geographic and project team collaboration, leveraging our IP to set the standard for exceptional value and service for our clients.	Agility	Melanie Cooper	Percentage of Groups that are Active	Yammer Data	No. of Active Groups / Total Number of Groups	25%	80%	50%	40%	60%	62%
		Farrah Jones	Percentage of IP Re-Use	Employee Poll or Survey	Average stated IP Re-Use by Employee	25%	70%	30%	38%	45%	67%
Shared Knowledge: Increase access to information and the ability to share best practices and learn from each other – informally and through Communities of Practice. Helping all of our people achieve business and technical performance excellence. Time to find accurate information reduced by 42% for RFP group. Inspired Work: Accelerate innovation and R&D, giving us the ability to meet the needs of our changing business and world. Employees involved in R&D responses increased by 45%.	Quality of Service	Susan Rhodes	Reduce % time, cost to create customer ready content	Salesforce	Average RFP/Project Request response time in days	70%	100%	80%	85%	130%	120%
		Melanie Cooper	Volume of Shared IP in groups and sites	Yammer and SP	IP Count across all Groups and SP sites	450	2000	40%	45%	85%	110%
	Agility	Nigel Smith	R&D Challenge Response Rate	Yammer and SP	% Employees Involved in Responses / Total number of Employees	25%	70%	40%	48%	59%	71%

Champion Networks

We can:

- Plan how your champion network will function
- Provide a best practice framework for recruiting champions and maintaining a thriving network of champions
- Create terms of reference for champions to agree to, outlining details of their roles and responsibilities
- Provide coaching for individuals to teach them skills and best practice in their new roles
- Maintain the network over longer periods of time to ensure engagement of a healthy network

Benefits of Champions Networks:

- Allow you to broaden the reach of a change project outside of the project team
- Offering your end users contextual support from a peer
- Provides an invaluable opportunity to gain on the ground open and honest feedback
- Establishes a committee of people who will ensure long term success adapting to changes in your business after project completion



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