



DISCOVERY AND DIGITAL READINESS ASSESSMENT

TURNING INSIGHT INTO IMPACT:
DISCOVERY TO DRIVE SMARTER
DECISIONS

January 2026



DISCOVERY AND DIGITAL READINESS ASSESSMENT

TURNING INSIGHT INTO IMPACT: DISCOVERY TO DRIVE SMARTER DECISIONS

We help you assess digital readiness and identify opportunities for improvement.

Our discovery services combine analytics, maturity assessments, workshops and business case support to show how tools are used, what's working and where change is needed.

Whether adopting Microsoft 365, Copilot or beyond, we provide clarity, evidence and direction clearly.

“

The team invest time in getting to know what's happening around the organisation, what's working, and where the challenges are.

Then they work their magic to really bring ideas to life and communicate key messages in a really engaging and impactful way.

”

HEAD OF DATA MANAGEMENT,
GOVERNANCE AND SKILLS DEVELOPMENT
MINISTRY OF DEFENCE

OUR APPROACH

We combine data-led insight with structured discovery to give you a clear picture of your current digital landscape and what's needed to improve it. Our team uses workshops, assessments and analytics to identify digital gaps, readiness blockers and opportunities. This allows you to prioritise actions, build a strong business case and shape strategies that reflect your people, goals and digital maturity.

BENEFITS



Understand digital readiness across people, tools and culture.



Identify gaps in Microsoft 365 and wider digital adoption.



Shape a strategy grounded in evidence, not assumptions.



Surface blockers to Copilot or AI readiness.



Strengthen your business case with real user insight.



Benchmark maturity and track progress over time.

FEATURES

- ✓ Discovery and scoping workshops.
- ✓ Microsoft 365 usage analytics and insights.
- ✓ Digital maturity and readiness assessments.
- ✓ AI and Copilot readiness indicators.
- ✓ Actionable recommendations with prioritised next steps.
- ✓ Business case development and support.
- ✓ Option to include stakeholder interviews or surveys.



WHY CHANGE MATTERS

CHANGE IS THE ONLY CONSTANT

If done right, it encourages innovation, drives efficiencies, develops new skills, and improves morale.

Messaging is the key to success, so we help you craft the right words to say.

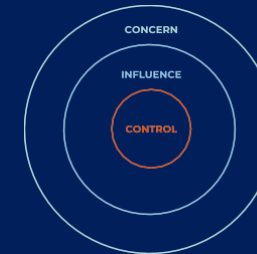
OUR 4 E'S METHODOLOGY

- **Establish:** build the foundations to make things happen
- **Excite:** drive awareness and enthusiasm
- **Equip:** Upskill your people
- **Embed:** Change that sticks





FOCUS ON WHAT YOU CAN CONTROL



Circle of Concern

Examples focusing outside your control

- What "they" think
- Their expectations
- Their behaviour
- Their attitude
- Their opinion
- Disasters
- The news
- Your past
- The economy
- The weather
- Gossip
- Others' behaviour
- Bad drivers
- Stereotypes



Circle of Control

Examples focusing within your control

- Your words
- Your thoughts
- Your actions
- Your attitude
- Your reactions
- Where you live
- Where you work
- How you behave
- What you buy
- What you eat
- Your time
- What you believe
- What you want
- How you feel



Control

Matters that you can directly control and change

Influence

Matters that you cannot directly control, but can somewhat influence

Concern

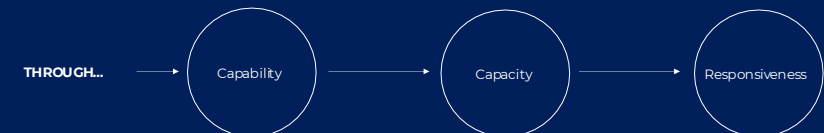
Matters outside of your control or influence

WHAT IS CHANGE MANAGEMENT?

At the work level, it's a **structured approach** to managing the **people side of change** to achieve a desired **outcome**.



At the organisation level, it's about **creating the right conditions to drive change**



SUCCESS STORIES

“

The Inform Team were pivotal in cultivating a mindset of change within ORR which was key to successfully implementing organisational transformation.

In the realm of business change when implementing Teams and SharePoint, it is prudent to remember that change is not a disruption, but an opportunity to unlock untapped potential and elevate our collective brilliance.

”

PROJECT LEAD
OFFICE OF RAIL AND ROAD



SUCCESS STORIES

“

We're now an organisation that has got people with the level of skill to complement their passion for working in new ways. And who are supporting that change within their services.

”

DIRECTOR OF PEOPLE AND INCLUSION
BURY COUNCIL



[Read online: NHS Derby and Derbyshire ICB case study](#)

NHS DERBY AND DERBYSHIRE ICB

- ✓ Delivered a technology landscape report across 300+ care homes
- ✓ Completed a training needs analysis across the ICB
- ✓ Established M365 skill levels and attitudes towards training within the ICB
- ✓ Developed digital skills strategy with recommendations for priority skills and training approach
- ✓ Rolled out a digital champions programme and targeted M365 training

BURY COUNCIL

- ✓ Delivered 18 month digital champions programme
- ✓ Trained over 950 employees in Microsoft 365, soft skills and new ways of working
- ✓ Conducted digital maturity assessments to benchmark skills and measure progress
- ✓ Digital skills increased by 71%
- ✓ Training sessions rated on average 9.3 out of 10 by participants



[Read online: Bury Council case study](#)

MIX AND MATCH OUR SERVICES TO **SUIT** **YOUR PROJECT GOALS**

- Change readiness assessment
- Discovery and scoping workshops
- Microsoft 365 usage analytics and maturity reviews
- Digital strategy and business case support
- Change management consultancy
- Behavioural change and culture shift
- Hybrid and remote working enablement
- Change leadership coaching and support
- Champions network setup and enablement
- Microsoft 365 and Copilot adoption
- Communications and engagement for change

