



iThink³⁶⁵

Microsoft 365 Envisioning Service

Service Definition

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Helping organisations understand what's possible with the Microsoft 365 tools they already own. This service provides practical guidance, focused workshops, and actionable recommendations to enable confident, aligned, and effective digital transformation.

We work with your teams to explore current challenges, identify opportunities, and demonstrate how Microsoft 365 capabilities can address real business needs. The service results in a clear roadmap for adoption, transformation, and prioritised initiatives that deliver measurable value.

Why Choose This Service?

- Focused workshops tailored to organisational goals and priorities. Designed to strengthen collaboration, communication, productivity, and governance, while supporting meaningful user adoption across Microsoft 365.
- Practical demonstrations of Microsoft 365 tools in real scenarios
- Discovery sessions to capture challenges, workflows, and requirements
- Capability deep dives for informed, practical decision-making
- Readiness assessment covering people, processes, and governance
- Clear adoption and transformation roadmap for immediate and long-term impact
- Prioritisation of quick wins and strategic opportunities
- Stakeholder alignment through collaborative envisioning sessions
- Expert guidance on modern work practices and possibilities
- Documentation summarising findings, recommendations, and next steps

What You'll Gain

- Quick wins that deliver immediate value and impact
- Reduced wasted effort by focusing on real organisational needs
- Strengthened governance through early insights and recommendations
- Enhanced understanding of practical Microsoft 365 capabilities
- Strategic planning with a clear transformation roadmap
- Confidence to move forward with the right initiatives
- Improved collaboration through guided workshops
- Accelerated digital change with actionable guidance

Our Approach

We start with an onsite, full day discovery workshop to understand current processes, challenges, and objectives. We provide demonstrations of Microsoft 365 capabilities mapped to real organisational scenarios. Using these insights, we develop a tailored roadmap, prioritising initiatives, addressing governance considerations, and defining adoption strategies. Comprehensive documentation and stakeholder sessions ensure clarity, alignment, and confidence to implement meaningful transformation.

About iThink 365

iThink 365 helps organisations succeed with Microsoft 365 by strengthening the core pillars that modern businesses rely on: collaboration, communication, business processes, knowledge management, and data-driven decision-making.

We deliver secure, cloud-hosted solutions and services that make it easier for teams to work together, share information consistently, and reduce day-to-day friction, so people spend less time on admin and more time on the work that moves the business forward. Through practical workshops and roadmap-led guidance, we help leaders understand what's possible across Microsoft 365 and prioritise the initiatives that will deliver the most value, quickly and safely.

Our portfolio brings these pillars to life across the Microsoft Cloud, from AI and Microsoft 365 Copilot services (enablement, governance, Copilot Studio solutions, and agentic AI agents for business processes) to Power Platform solutions (Power Apps, Power Automate, Power BI and AI Builder), intranet and digital workplace accelerators, and Teams/SharePoint business system integration that connects HR, CRM, finance and other line-of-business systems into the flow of work.

We also provide Microsoft 365 analytics and reporting to measure adoption and uncover improvement opportunities, plus Microsoft 365 and SharePoint migration services to modernise collaboration safely with minimal disruption. Where customers want ready-to-use capability, our iThink Connect product range, including SmartFlo, adds practical, people-first automation inside Microsoft 365 to reduce manual effort and keep work moving.

Everything we offer is designed to be scalable, configurable, and governed, helping organisations build a secure, future-ready foundation for productivity and growth.