



Adoption and Change Management

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Our Company Overview

As a Microsoft Solutions Partner and Cloud Solution Provider, we specialise in serving Large Enterprises, Government entities, and Technology scale-ups. Our approach integrates three core services: Resourcing, Solutions, and Learning. This synergy fosters a dynamic IT ecosystem that elevates the growth of your business through innovation and educational empowerment.

Contents

About Stable	3
Adoption & Change Management Service Offer Features	3
Adoption & Change Management Service Offer Benefits	3
End User Adoption & Change – Planning	4
Training\Learning	4
Set up and Migration	5
Quality assurance and performance testing	5
Security Testing	5
Ongoing Support	6
Service Scope	6
User Support	6
Resellers	7
Staff Security	7
Pricing	7

About Stable

At Stable we are all about People and we believe that end user adoption is critical to any project's success. People can be resistant to change with comfortable habits often a challenge to disrupt. With the introduction of new services and features for technology driven transformation, understanding how your end users will adopt the 'New Ways of Working' is key. Resistance to the change can have a detrimental effect on the success of the solution. It does not matter how good the solution delivered is; if end users fail to adopt it then the solution will never be a success.

Technology and IT projects are notorious for their high failure rate and often caused by poor end user adoption, it is therefore important to think carefully about how you will manage change as part of any technology or transformation project. Careful consideration of your end user adoption approach before taking a project forward is a key measure of your delivery success. As a Microsoft Solutions Partner we specialise in M365, Office 365 and Employee Engagement (Viva).

Adoption & Change Management Service Offer Features

- Adoption and change management delivered by Prosci certified change managers
- Strategic workforce change planning and consultancy
- Tactical change delivery support

- Working with organisation leadership and stakeholders to ensure they are aware of the importance of end user adoption and their role in helping to drive it
- Creating desire amongst end users which is vital to achieving successful change
- Stakeholder analysis, engagement and management
- Development of communication and training management strategies and delivery of training to ensure effective change management for end users
- Management of project change using effective change control methods
- Change requirements elicitation and validation
- Use of standard methodologies, tools/techniques, documentation and templates
- Success measured adoption delivery and support

Adoption & Change Management Service Offer Benefits

- Change managers with experiencing in managing the people side of organisational change utilising the Prosci ADKAR model
- Effective change management throughout project lifecycle to help drive end user adoption
- Independent and unbiased view of change requirements
- A focus on people and process, as well as considering the most suitable technology
- A focus on successful outcomes for stakeholders, such as the end users, customers and the wider business
- Providing a clear message of 'what's in it for me' to the recipients of change
- Utilising best practice, high quality deliverables
- Clear communication with all change stakeholders
- Wider project management and business analysis capabilities to support project delivery
- Ensuring alignment to meet UK accessibility standards

End User Adoption & Change – Planning

Planning service	Yes
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How the planning service works	Our journey starts with a conversation. We first need to understand your organisation, people and culture. We will build a picture of your current issues and start to build up an understanding of your risks and your strategy around technology. Adoption and change management is technology and vendor neutral, and whilst Stable focuses in on Microsoft solutions our adoption capability can be leveraged for many change scenarios. We use discovery workshops to assess your current state and desired future target operating models. From there we conduct assessments of your business needs and how they are currently being serviced against your investment in your technology choices. Our recommendations will often suggest a crawl, walk, run approach for introducing new features to your organisation and we are proponents of having senior level sponsorship for those changes. Stable believes in a collaborative method, working closely with key client stakeholders to define a structured and measured approach, based on the Prosci Change Methodology utilising ADKAR to ensure a best practice approach from the outset. Understanding what a successful change outcome looks like for our clients with documented key measurable deliverables being defined at the outset of the delivery is key. We will undertake an initial assessment to determine your end user adoption and behaviour change requirements, then in conjunction with your key stakeholders and sponsors develop an approach that best suits the organisational adoption and change needs.
Planning service works with specific services	Can be applied to all technology change projects and services
Hosting of software services the planning service works with	NA

Training\Learning

Learning service provided	Yes
How the training service works	Learning is a key element in the change management process and will further help to drive end user adoption. Effective learning ensures users are empowered with the knowledge required to deal with the changes implemented through the project. Whether this be a change in business process, technical solution or way of working. Through effective change a 'Culture of Learning' can be created and we will work with the clients key stakeholders such as HR, learning and people officers to develop a holistic approach to skills development and future change. Each customer may have different learning requirements, learning delivery is tailored to the adoption success measures, and can be delivered in the format that is appropriate for the type of change and the clients preferred delivery methods. This

	can include facilitated workshops, classroom-based training, Teams based training, train the trainer, training material development, champion networks, bitesize learning, lunch and learn, etc.
Training is tied to specific services	No
List of supported services	NA

Set up and Migration

Setup or migration services provided	Yes
How the setup or migration service works	Setup and Migration is structured on a case by case basis depending on the requirements of the end client and what the workloads are. Utilising our experience as a Microsoft Solutions Partner and the support of our three core services, we can adapt to each requirement as needed.
Setup or migration is for specific cloud services	Yes
List of supported services	Azure M365

Quality assurance and performance testing

Quality assurance and performance testing service	Yes
How the quality assurance and performance testing work	Our QA and performance testing approach follows industry best practices and Microsoft Cloud Adoption Framework principles. We ensure all solutions meet functional and non-functional requirements through: • Test Planning – Define scope, objectives, and acceptance criteria. • Functional Testing – Validate features against specifications. • Performance Testing – Conduct load, stress, and scalability tests. • Security Testing – Apply vulnerability scanning and penetration testing aligned with Cyber Essentials.

	• Reporting – Provide detailed test reports, defect logs, and recommendations for remediation.
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Security Testing

Security Services	Security services type • Security strategy • Security risk management • Security design • NIST practitioners • Secure by Design understanding, implementation, and assurance • Security culture development • Security Risk Impact Assessment • Red Team and bug bounty activities • Cyber security consultancy
	• Security testing • Security incident management • Security audit services • Microsoft Secure Score analysis • Microsoft 365 Dynamics • Certified security testers • Security testing certifications • NCSC Cyber Essentials Scheme, Cyber Essentials Plus Accreditors • Penetration testing and Ethical Hacking services • OSCP (Offensive Security Certified Professional) services • MoD JSP453, 440, 490, 604 guidance

Ongoing Support

Ongoing Support Service	Yes
Types of service supported	Hosting or software provided by a third-party organisation
How the support service works	On-going 12 Month Strategic and\or Tactical End User Adoption Support and delivery can be provided

Service Scope

Service Constraints	No
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User Support

Email or online ticketing support	Yes
Support response times	We provide an automated immediate response detailing the likely wait time on resolution. This is based upon a pre-agreed SLA according to priority and hours of service. Typically, our customer enjoy a response within the hour.
User can manage status and priority of support tickets	Yes
Online ticketing support accessibility	WCAG 2.1 AA or EN 301 549
Phone support	Yes
Phone support availability	9 to 5 (UK time), Monday to Friday
Web chat support	No
Web chat support availability	NA
Web chat support accessibility standard	NA
Support Levels	Stable provide a tailor-made support offering individual to each client and/or system. All Clients are assigned a Customer Success Manager to ensure that requirements are captured and service offerings are bespoke to their need.

Resellers

Reseller Type	Not a reseller
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Staff Security

Staff security clearance	Staff screening performed with conforms to BS7858:2019
Government security clearance	Up to Developed Vetting (DV)

Pricing

	Strategy & Architecture		Business Change		Solutions Development & Implementation		Service Management		Procurement & Management Support		Client Interface	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
Follow	450	550	450	550	400	500	400	500	400	500	350	450
Assist	500	650	500	650	500	550	500	550	500	550	500	550
Apply	650	900	650	800	550	650	550	650	550	650	550	650
Enable	800	1000	800	900	650	750	650	750	650	750	650	750
Ensure /Advise	900	1100	900	1000	750	900	750	900	750	900	750	900
Initiate /Influence	1000	1600	1000	1150	1000	1150	1000	1150	1000	1150	1000	1150
Set Strategy/Inspire	1050	2100	1050	1300	1050	1300	1050	1300	1050	1300	1050	1300

Notes

- **Consultant's working day:** 8 hours exclusive of travel and 1 hour lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate
- **Premium**
33% applies to rated for additional weekday hours
50% Premium applied to all rates for additional weekend hours
100% Premium rate applied to rates for additional Bank Holiday
- *We don't typically support with roles in these categories
- **Typical Consultant Grade provided normally will also hold relevant 'Security Clearance'