



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Overview

Prosci Change Management & User Adoption Services

Providing training and support to users for the deployment of new technology is the ultimate denominator of the success of any digital transformation programme.

As an experienced provider across the full range of Microsoft 365 services, Core is exceptionally well placed to design and deliver both technical training to your IT teams, and a User Adoption programme to help ensure that your users are comfortable and confident with any new technology deployment.

Core can deliver a range of services in this area, from delivering Technical Training and documentation to IT teams, through to the development, design and delivery of a full user adoption programme. The following document provides a high level overview of the full suite of options available.

Key Benefits

There are a number of key benefits to our Adoption and Change Management Offering;

- Ensure that users and IT teams are ready to fully exploit new technology deliveries
- Support internal communications teams with change readiness messaging
- Reduce change resistance and user fatigue
- Use mechanisms to provide a consistent training user experience through deployment of consistent and permanent training materials.
- Upskill new employees with the same training materials
- Support for all personality types, visual and aural learners.

Training and User Adoption

Core has extensive experience of delivering the following range of solutions to help your IT teams and users get the most out of new technology deployments.

Core can provide a range of training services for customers seeking assistance with M365 and connected solutions.

Given the vast variables between organisations, there is no such thing as a one size fits all solution for Training and User adoption.

Core can support customers with the following deliverables:

Technical Training

Core's support for technical training will normally contain the following elements;

- Discovery of current state and desired future state
- Assessment of current situational and digital maturity
- Review of organisational imperatives for technology outcomes
- Development of training plan based on organisational requirements
- Delivery of training elements such as:
 - Training Workshops
 - Documentation
 - "How to" Videos for training of new staff.

User Adoption Services

Core's support for User Adoption will normally contain the following elements;

- Discovery of current state and desired future state
- Assessment of current situational and digital maturity
- Review of organisational imperatives for technology outcomes
- Development of training plan based on organisational requirements and operational availability
- Support for the organisations internal communications plan to get the best awareness and preparedness for change
- Delivery of training elements such as:
 - Training Workshops
 - Documentation
 - "How to" Videos for training of new staff
 - Q&A Sessions
 - Assesments.

Prices will vary based on the complexity of the customer estate, so please contact Core to discuss your requirements and obtain a quotation for your requirements.

Microsoft Funding

In some cases, Microsoft funding may be available for customers deploying certain technologies to contribute towards the overall cost of the User Adoption process. Core is a recognised provider of these services with Microsoft and can access and utilise these funding options.

Project Delivery

Project Managers are the key drivers of successful migrations, implementations, deployments and transformations. They are the fabric through which effective communications, coordination and collaboration come together to create positive change, and Core's Project Management team have the experience and expertise to lead that change.

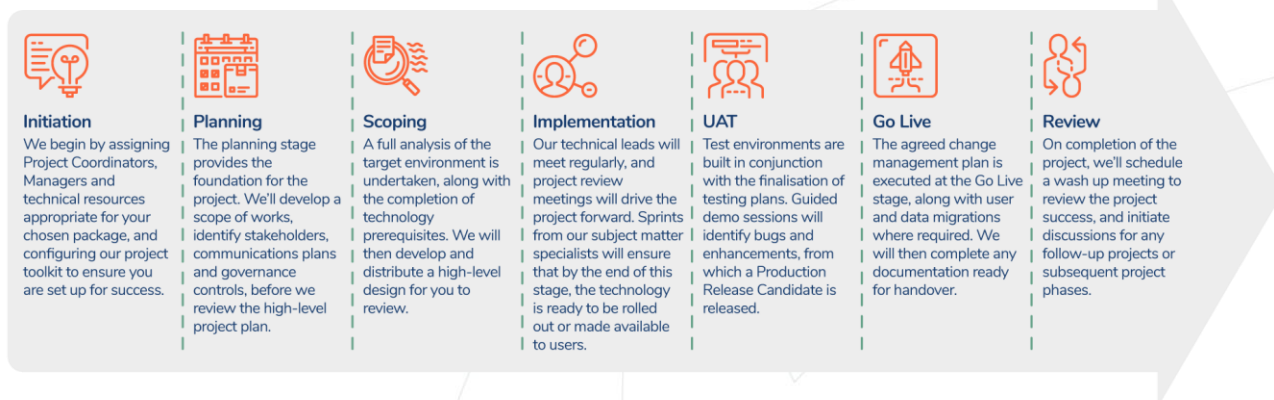
Delivering innovative, business transformation through technology and solutions can often create complex challenges. Effective planning, coordination and communication are key factors in any successful project, and our Project Management services have been developed to drive that success for you, so you can do focus on what you do best.

Whether we are managing small projects or complete programs, our experienced project managers and coordinators bring their extensive knowledge, skills, and tried and tested methodologies to the team, ensuring your project is delivered on time, within budget, and to specification.

For a true professional services engagement, we have a tried and tested approach that we have developed over 30 years to ensure we deliver consistent high value outcomes. Our approach is rooted in the Agile development method; and leverages rapid low-code development techniques to provide working automation solutions up to 78% faster* than conventional development methods.

How our Project Management works

Regardless of which Project Management package you choose, our team will deliver your project with the passion, energy, and expertise our customers have come to recognise as Core's professional and responsive culture.



Project Management by Core – Benefits

- Core's Project Management team are experienced in driving positive change through technology
- Our project methodology combines the stringent coordination of PRINCE2 with the fluidity of Agile practices
- Our Project Management team works with specialists across the technology spectrum every day, and understand the challenges associated within each function; and
- With three levels of Project Management to choose from, you can be sure Core can deliver the level of management your project requires.

Our packages

- Project Coordination

Project Coordination provides a basic level of governance designed for short term engagements, to ensure clear communications and successful management of project risk. Our coordination approach provides the minimum set of controls necessary to achieve a successful implementation across the project.

- Project Management

Our dedicated Project Manager will collaboratively lead the planning and production of the project deliverables, whilst reporting regularly to key stakeholders on the project health, scope, schedule and the status of key risks, issues, dependencies and decisions.

- Custom Project Management

Designed to support programs of work, and projects that are large, complex, high risk, contain multiple streams, or are conducted in regulated industries. Custom Project Management extends our standard project management offering with additional controls to manage risks and a more robust communications framework.

Once a customer decides to progress with this service, we will follow the model described below to ensure that we provide a consistent deliverable outcome;

Project Initiation Meeting

We will hold a project initiation meeting over Microsoft Teams to introduce the delivery team, confirm the scope and proposed timeline, required stakeholder from the customer organization, and .

Discovery and Design

We will undertake detailed discovery and design to ensure that all technical and service requirements are captured, understood and catered for in the architectural design of the new solution.

A High Level design will be created and shared with the customer for initial review and approval prior to completing a low level design document.

A low level design document will be created and shared with the customer for review and final approvals to commence build or configuration activities.

Build / Configuration

Infrastructure will then be built to meet the details provided in the low level design. Testing will be completed on each component, then integrated components, to ensure that the infrastructure is ready for accepting the web site applications and components.

Application Deployment / Migration Support

We will then support the deployment of your features / applications and components or the migration of users from the existing application to the M365 solution. .

Testing

Once the configuration, build or migration is complete, we will support the testing of the new service prior to migrating any users. We will ensure that the new service will provide a secure, stable and responsive user experience, in line with the customer requirements, prior to promoting the new service to live.

Switch Over

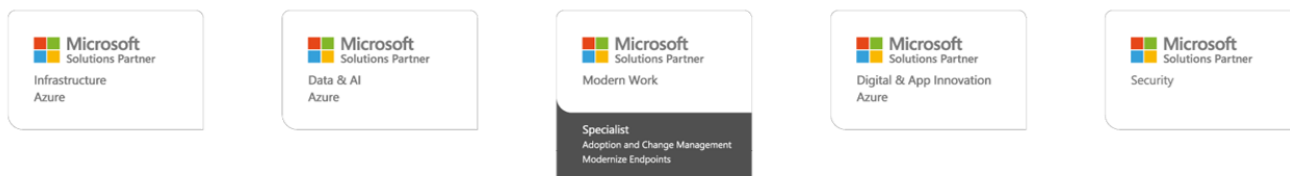
Once all testing is completed and the customer has approved the switch over of services to the new hosting solution, we will work with all parties to arrange and complete the switchover of users.

Where appropriate, we will follow and support any change management processes that the customer requires to govern the changeover.

About Core

We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK. Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



Customers

We put our customers first, taking responsibility for our actions.



One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



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Crown
Commercial
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