

Training, Adoption and Change Management



Service Overview

You are deploying new technology. Have you considered the impact on your people? Our Change Managers are Prosci® certified and are accredited by Microsoft as Service Adoption Specialists. We have top creative and technical ability, experience in device rollout, and have launched and recruited effective Digital Champions networks. We use our expertise to improve the way people work, giving them back time to focus on what matters most. From Microsoft 365 right through to Power Platform and Microsoft Viva, we can help you take your technical implementation and run with it. Our mission is to give your people the time and energy to do what they do best, by inspiring them to love technology and to use it fluently to its brilliant potential. We accelerate change, transform culture and boost efficiency.

We Know Change – Our team knows how to get complex change done. Our people are PROSCI and ADKAR accredited.

Brilliant Project Management – Our project management is systematic, reliable and time efficient.

Deep Sector Know-how – Our experts know their sectors inside out. They can spot issues before they become problems.

World Class Partners – Our partners are world-leading organisations. They trust us to help make the most of tech

Friendly Approach – We have a culture of friendly informality. We are people first in everything we do.

Specialist Learning Consultants – Many of our consultants are former teachers. They know how to inspire people to start learning – and keep on learning.

Accessibility and D&I as standard – We believe accessibility and inclusion should be included as standard. Not an optional extra.

We care about the planet – Like you, we are conscious that our planet's resources are finite. So, we treat them with care. And partner with the World Land Trust.

Our Deliverables:

- Modern Work
 - Device Rollout
 - Microsoft 365 Rollout
- Digital Skills
 - Champions Program
 - Upskilling at scale
- Employee Experience
 - Viva Connections Modern Intranet
 - Microsoft Viva
- Change Management
- Accessibility and Inclusion.

Additional Services

Champions Program – Our programs are designed to equip a group of specially selected staff with the skills they need to support their colleagues with digital technologies.

- Apps led skills to get you up to speed.
- Change management soft skills.
- Scenario-based ways of working

Why Telefónica Tech?

1. Our Propel method gets you from idea to working solution fast. This lets you unlock value quickly from your modernisation initiatives.
2. We have deep expertise across the full app stack with proven customised solutions that speed your modernisation.
3. We help you adopt change with less risk and disruption, using modular delivery that keeps compliance and quality high.

We focus on high-value apps and features that deliver clear business impact.

Additional Services to Elevate Your Business

Cloud Strategy

Scale cloud adoption for maximum business impact.

GreenOps

Measure and optimise your cloud carbon footprint, making your cloud operational sustainable.

FinOps

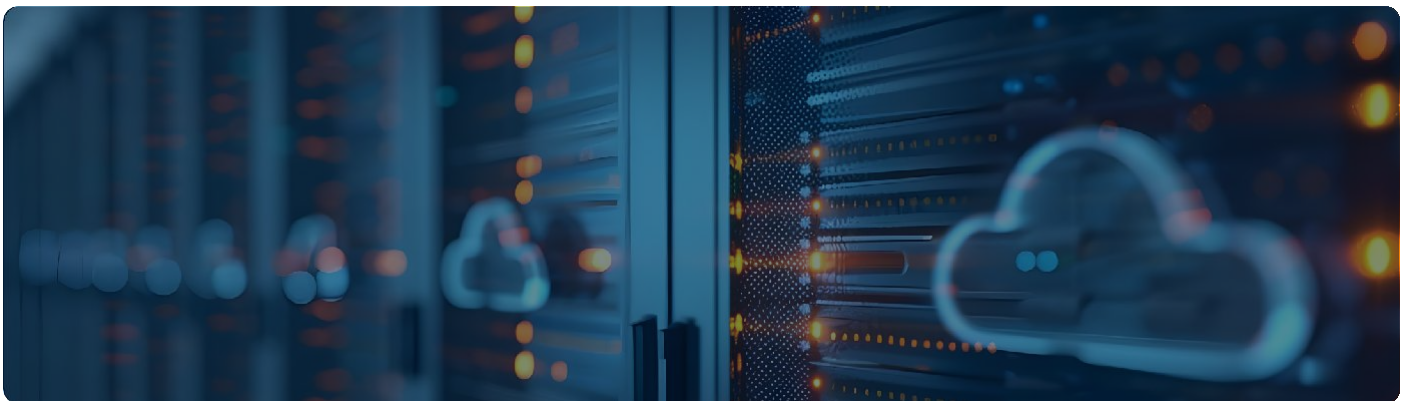
Optimise your cloud spending and boost financial accountability.

Multi-Cloud

Deliver workload freedom by deploying your workloads across multiple cloud providers seamlessly.

Cloud Managed Services

Expert management and support for your cloud environment.





Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.