



**littlefish**  
GROUP

# Microsoft Viva

Readiness, Adoption, and  
implementation

## Document Control

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# Service Overview

## Microsoft Viva – Readiness, Adoption and Implementation Services

Microsoft Viva is a groundbreaking platform that integrates seamlessly with Microsoft 365, enhancing employee engagement, well-being, learning and knowledge discovery.

At Littlefish we understand that adopting Microsoft Viva and its many modules can be a significant step for your business.

That's why we offer a specialised Microsoft Viva Readiness, Adoption and Implementation Service designed to seamlessly integrate Microsoft Viva into your organisation. Our service is tailored to ensure that your enablement of Viva is smooth, efficient and fully aligned with your business objectives.

### Key features of our Microsoft Viva Readiness, Adoption and Implementation Service include:

- Learn how Microsoft Viva can foster collaboration, improve employee well-being, accelerate learning and development and enhance user engagement.
- Discover how Microsoft Viva works with other Microsoft 365 apps to provide a seamless and intelligent experience.
- Identify and prioritise your use case scenarios and personas that can benefit from Microsoft Viva.
- Develop an actionable roadmap and next steps to pilot and deploy Microsoft Viva in your organisation.
- Deploy Viva service features in confidence with Littlefish as your trusted partner.
- Get access to resources, best practices and dedicated support to help you succeed with Microsoft Viva.

# Microsoft Viva Enablement

Our Microsoft Viva enablement practice is built around a three-phase engagement model that helps us to assess your needs, explore the possibilities of Viva and build a structured plan to implement Microsoft Viva in your organisation. The engagement is led by Microsoft certified individuals who have the technical and business expertise to guide you through the Microsoft Viva journey.

## Phase 1 – Readiness Assessment

- **Thorough Evaluation:** We conduct a comprehensive assessment of your current infrastructure and workflows to ensure they are primed for Microsoft Viva integration.
- **User identification:** We focus on your team's needs, understand users' needs and personas and map Microsoft Viva modules to users where there is strong alignment. This ensures that you strike the best balance between investment and business benefit.
- **Data analysis:** At the heart of Microsoft Viva is your data. We will assess the state of your data – where it's stored, who has access, etc – to ensure that it is optimised to drive the value of Viva.

## Phase 2 – Adoption Strategy

- **Tailored Plan:** Our experts develop a bespoke adoption strategy that includes user training, support and change management, guaranteeing a smooth transition.
- **Microsoft Viva roadmap creation:** We will work with you to create a tailored Microsoft Viva roadmap which will provide clear and actionable steps to kickstart your Viva adoption journey.

## Phase 3 – Implementation Service

- **Microsoft Viva roadmap execution:** With the roadmap in place our team will switch to delivery, focusing on executing the roadmap to drive the value of Viva quickly into your organisation.
- **Expert Deployment:** Our skilled technicians handle the setup and configuration of Microsoft Viva, integrating it seamlessly with your existing tools and processes.
- **Security Assurance:** We prioritise your data security and compliance, ensuring that Viva's deployment adheres to the highest standards.

# On-going Support

Our service does not end at the point of enablement, at Littlefish we also provide on-going support and assistance to ensure your business continues to see the value that Microsoft Viva has to offer. This can include on-going end user guidance, support and education, through to enabling future Viva features and modules as they become available. Support is provided across several convenient channels including on-line knowledgebases, phone, live chat and email.

## Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

### Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance Evaluation against SLA.
- Examination of the Consolidated Infrastructure Health Report (if selected).
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SDM documents the main topics discussed during the Service Review and any ensuing actions.

## Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly

Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

## Customer Benefits

- **Enhanced Employee Experience:** Microsoft Viva transforms the employee experience by providing a unified platform for communication, collaboration, learning and well-being.

Our service ensures that your organisation harnesses the full potential of Viva to create a more engaging, productive and inclusive workplace.

- **Increased Productivity and Efficiency:** By streamlining access to information, knowledge and resources, Microsoft Viva helps employees work smarter and faster.

Our expert guidance and support throughout the implementation process minimise disruptions and enable a seamless transition, maximising productivity gains.

- **Improved Employee Well-being and Engagement:** With features like Viva Insights and Viva Topics, employees can better manage their time, focus on meaningful work and stay connected with colleagues.

Our adoption and training programs foster a culture of collaboration, continuous learning and well-being, leading to higher levels of employee engagement and satisfaction.

- **Scalability and Future-Readiness:** Our service ensures that your implementation of Microsoft Viva is scalable and adaptable to future growth and changes in your organisation.

With ongoing support and updates, we help you stay ahead of the curve, leveraging new features and capabilities of Viva to drive innovation and stay competitive.

## Summary

In summary, as your trusted Microsoft Viva partner, our suite of Readiness, Adoption, Implementation services will unlock the full potential of Microsoft Viva for your organisation. From initial assessment to ongoing support, we are committed to delivering a seamless and transformative experience that drives employee engagement, productivity and well-being. Let us help you redefine the future of work with Microsoft Viva.

# About Littlefish

- Littlefish is an award-winning Cloud based Managed IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.
- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!



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## MICROSOFT SPECIALISATIONS AND DESIGNATIONS

|                                                                                                                                                                                              |                                                                                                                                      |                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <br>Microsoft Solutions Partner<br>Digital & App Innovation<br>Azure<br><br>Specialist<br>AI Platform on Microsoft Azure<br>Low Code Application Development<br>Intelligent Automation       | <br>Microsoft Solutions Partner<br>Modern Work<br><br>Specialist<br>Modernize Endpoints<br>Copilot<br>Adoption and Change Management | <br>Microsoft Solutions Partner<br>Security<br><br>Specialist<br>Cloud Security<br>Threat Protection<br>Copilot      |
| <br>Microsoft Solutions Partner<br>Business Applications<br><br>Specialist<br>Copilot<br>Intelligent Automation<br>Low Code Application Development<br>Small and Midsize Business Management | <br>Microsoft Solutions Partner<br>Data & AI<br>Azure<br><br>Specialist<br>AI Platform on Microsoft Azure                            | <br>Microsoft Solutions Partner<br>Microsoft Cloud<br><br><br>Microsoft Solutions Partner<br>Infrastructure<br>Azure |

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