

Change Management & Adoption for Microsoft® Office 365™

Enabling Enterprise-wide Digital Transformation

Key Benefits

- Engage Stakeholders and Clearly Set Expectations, Strategies, and Goals
- Build Understanding and Excitement with Interactive Communications
- Identify and Maintain Focus on Business Cases
- Flexible Curriculum Design
- Decrease Costs with a Tiered Approach to Training and Support
- Accelerate Adoption with a Super User Program
- Continual Measurements for Real-Time Adjustments

Set Your People On the Right Road to Success

The transition to Microsoft® Office 365™ affects your most important assets: Your people. Abreon has all of the tools necessary to ensure their success—and recommends investing early in people-focused solutions to avoid delays, uncertainties, and a lack of adequate training which could all have a potential negative impact to your business.

Maximize the Value of Microsoft Office 365

Get the most out of your investment in Microsoft Office 365 by driving end-user adoption and instituting a proven change management program in your organization. Proactively driving the transformation ensures that your business will see the desired results from Office 365 in less time and with greater alignment to your critical business processes. By providing end users with timely access to relevant training content, you safeguard against lost productivity and reduce future costs due to increased support call volume. You will also have the right tools in place to monitor progress and make necessary adjustments to prevent issues down the road.

Our Approach

Abreon's change management program ensures that employees are prepared for and able to sustain the Microsoft Office 365 changes. We offer a library of content to support end-user adoption. In addition, we offer a full suite of services to support Office 365 migrations, including:

Communications are focused and interactive to increase everyone's understanding of the project, set expectations, and generate excitement. Key messages are delivered regarding the project overview, what's changing, the implementation plan, and post go-live updates. Varied communications are distributed through manager briefings, the Office 365 resource center, email campaigns, instant messenger, office posters, tent cards, and more.

Training starts with foundational learning and builds to hands-on practice to increase user proficiency. Flexible curriculum paths are determined through self-assessments and manager recommendations—and can be personalized to meet the needs of the individual using both off-the-shelf and custom-built courses, eLearning, labs, exercises, and scenarios.

End-User Support is built on a tiered model—ensuring that users can find answers through the online resource center or they can turn to super users and the help desk if they get stuck. The super user program supports business continuity and eases the learning curve.

Measurements and feedback about the change and adoption program is collected through surveys, focus groups, and "pulse checks"—brief surveys conducted in the resource center to capture targeted feedback. This allows for real-time adjustments during implementation and helps drive value for future projects.

Abreon Offerings

- Implementation Planning
- Migration Support
 - Onsite Support & Training
 - On-demand Coaching
 - Phone Support
- Strategy & Planning for User-Focused Digital Transformation
- Guidelines & Governance for Teams and Yammer
- Content Library Packages
 - Bronze
 - Silver
 - Gold
- Custom Content Development
 - Workshops
 - Customer-Specific Courses
 - Instructor-Led Training
 - Virtual Training
- Communications to Drive Awareness & Set Expectations
- Help Desk Support
- Support Ticket Analysis & Mitigation to Decrease Call Volume

Change & Adoption for Microsoft Office 365

Packaged Offerings

Office 365 Readiness Workshops	<p>2-4 hour, on-site workshops for key groups:</p> <ul style="list-style-type: none"> • Senior leadership • Business & technology leaders • Project team <p>Includes prep, pre-work, and post discussions</p>
OCM & Communication Strategy Development	<ul style="list-style-type: none"> • Leadership roadmap • Change champion program plan • Risk management • Actionable communication campaign to drive awareness
Communications Toolkit	<p>Branded templates include:</p> <ul style="list-style-type: none"> • Presentations, announcements, emails, posters, and more • Audience-focused at the organization, leadership, stakeholder, end user levels
End-User Training Strategy Development	<ul style="list-style-type: none"> • Education plan on-site development by a senior consultant • Course catalog • Learning track • Knowledge transfer
Office 365 Simulation Packages	<p>Basic, intermediate, and advanced feature simulations for:</p> <ul style="list-style-type: none"> • Excel, Outlook, PowerPoint, Word • Teams, SharePoint, Skype, Yammer • OneDrive, OneNote, and others being added
Office 365 Training Add-ons	<ul style="list-style-type: none"> • Additional courses, job aids, exercises • Training delivery • Custom simulation development

For more information, contact Abreon at info@abreon.com

About Abreon

With more than 30 years of change management and technology adoption experience, Abreon has helped more than 1,200 Fortune 5000 companies overcome human-behavior challenges that are unique to their specific sectors. Our vendor-agnostic approach and proven processes give you the best-in-class skills and tools to prepare your people for any change.

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