DELL EMC ADOPTION AND CHANGE MANAGEMENT SERVICE FOR MICROSOFT OFFICE 365

Ensure your business is ready to deliver the best user experience

ESSENTIALS

Dell EMC can help you:

• Prepare the organization for transitioning to a new way of working
• Develop your change management strategy
• Identify the impact change will have on stakeholders and users
• Drive adoption through communication and training
• Adopt an agile methodology for managing continuous change
• Deliver a more personalized user experience to reach new heights in productivity

Business Challenges

Making the move to Office 365 is a fundamental culture shift for the organization—stakeholders, end users and the IT team. Preparing for a new business model requires organizational change, which can be challenging for IT teams who are used to the old way of delivering services. When moving to an Office 365 ecosystem it’s important for the IT team to engage non-IT stakeholders and end users—helping them to prepare for, adopt and drive enthusiasm for the new services. It requires the IT team to change how they engage and communicate with stakeholders and end users. It is a whole new mindset, which can be one of the most challenging aspects of transforming from an IT organization previously focused on infrastructure and platforms to user centric applications and services.

Dell EMC’s Adoption and Change Management Service for Office 365 can help your IT team and the rest of the organization prepare for and adopt a new way of doing business.

Service Description

Dell EMC’s Adoption and Change Management service is a disciplined approach to enhancing the speed, adoption and sustainability of business transformations by focusing on human motivational, capacity and performance factors on an individual and organizational level. It offers a structured approach to establish governance, communications, education and feature adoption. The service includes the following pre-migration elements:

• Project kick-off meeting led by our consulting experts who will help you understand the context of how change will affect the organization. Together we will define the scope and objectives of the change and identify who will drive the change forward—prioritizing groups impacted and defining the new behaviors required to achieve your business outcomes.
• Development of your change management strategy along with completing a stakeholder assessment, definition of user roles and how they will be affected.
• Communication plans, timelines and templates are essential to ensure users are aware of planned changes, key milestones, required preparations and expectations.
• Prepare your IT team for adopting of an agile methodology which requires a new, more frequent communication and engagement model with end users. With a cloud operating model, changes come out frequently, requiring the IT team to have ongoing communications, feedback and training to ensure end users are adopting and benefiting from new features.
• Development of feedback mechanisms from end users to the IT team.
• User training plans ensures users receive the right training at the right time, helping to prepare them for the new way of working and adoption of new features as they are released.
• Alignment of Office 365 technology related tasks and the organizational management related tasks to ensure there are no conflicts.

Once the Office 365 service is available, post migration activities include:

• Continued communication to and feedback from end users to identify corrections or adjustments that may be necessary;
• Identify, measure and counteract resistance within the organization;
• Measure and analyze adoption rates to define action plans to enhance adoption;
• Reward new behaviors and celebrate success

Summary of Benefits

Let Dell EMC help you gain the most from your Office 365 investment with our customizable services, both strategic and tactical, award-winning methodologies and certified expertise needed to make your project a success. Our services are designed to make your productivity objectives a reality, helping you:

• Achieve organizational alignment and clarity of vision, goals and direction
• Establish enhanced, more responsive communications
• Provide role-based education and training
• Create a culture of change and acceptance
• Establish standards and implement best practices
• Increase buy-in and adoption of the new way of doing business
• Optimize workforce responsibilities
• Increase collaboration, knowledge sharing and improved productivity

Dell EMC is a Microsoft Gold Certified Partner. Realize benefits other enterprises have experienced working with Dell EMC—a proven Office 365 expert and the technologies that enable it. Our holistic approach will help you minimize risk—making us your partner of choice.