

# Change Management Service

TechQuarters Change Management service is designed to help all your users understand the Microsoft 365 applications utilising our A.I e-learning training systems.



## Benefits for the Customer

- ✔ Productive workforce
- ✔ Less downtime
- ✔ Ensures ROI on Microsoft 365 purchase
- ✔ Staff morale improves
- ✔ Competitive advantage
- ✔ Positive client perception

### Step 1 Initial planning period

- ✔ Meeting with Heads of each area
- ✔ Discuss and agree the training schedule
- ✔ Discuss product group campaigns and the training timeframes
- ✔ Agree planned activity and follow up with a Teams/Skype meeting
- ✔ Demo the tool kit
- ✔ Manage the training bot rollout

### Step 2 Monthly activity for the next 6 months

- ✔ Kick off webinar to all users
- ✔ Initiate email for top tip videos of the week by department
- ✔ Present usage reports to the Heads of each area on a monthly basis
- ✔ Send report to Heads, detailing progress of users
- ✔ Call with Heads or Department Sponsors about progress

## Additional Qstream gamification option

Every two months the weak users will be tested using the Qstream app. This serves up multiple-choice questions on the functions of the Microsoft 365 apps on a daily basis.

Users are ranked on a leader board for gamification and to help encourage adoption. The leader board, engagement and proficiency are sent to all Heads of areas in a report.