

# CUSTOMER IMMERSION EXPERIENCE



Gold Cloud Platform  
Gold Cloud Productivity  
Gold Enterprise Mobility Management  
Gold Communications  
Gold Small and Midmarket Cloud Solutions

Discover the right Microsoft 365 solutions for your business in an interactive, experiential, and fun way.

## WHAT IS A CUSTOMER IMMERSION EXPERIENCE (CIE)?

A big frustration in the workplace is having access to new tools and technologies...but not knowing how to utilize them effectively. The way people work together is always evolving and the Cloud is constantly creating new ways to collaborate. A Customer Immersion Experience is a true-to-life, hands-on, interactive session designed for people like you that want to make the most out of their new technology.

This is not a standard demo or presentation — a CIE puts you in the driver's seat. It allows you to get engaged with different technology solutions, discover different features and how each will be helpful in the workplace. You'll explore real life scenarios that are specific to your organization and learn collaboratively with help from the cloud and tools used throughout the session.



## THE TWO MAJOR TYPES OF CIEs



### Modern Workplace

Different roles within your organization use Microsoft 365 cloud technologies — from the CEO to Marketing and HR. The Modern Workplace CIE helps business leaders to better understand the technology solutions their team has access to, leading to the improvement in processes, better productivity and improved workplace environments. Interlink can help your company discover how to best utilize your technology investments by guiding you through an experience that is customized and solve your workplace challenges.



### Security

Security is challenging. The most secure systems in the world are the least easily accessed. Our Security CIE is meant to showcase the end user experience with Microsoft 365 Security Solutions and help you discover the right balance between controls and productivity for your own organization. We allow you and your team to learn and discover the right end user tools that will protect your organization's data and identities.

## WHAT SHOULD I EXPECT?



### Learning

Learn from one another by engaging in conversation and approaching the challenges you see in the workplace by using the collaboration tools provided in the session. This is the time to play around with the technology, make mistakes, ask questions, and discover how it can benefit you.



### No Tools Required

All you need to bring is yourself and anyone else attending. We will provide everything needed for the session to hit the ground running.



### Relaxed & Fun

A CIE is all about you. There are no presentation slides, specific agenda, or walk through for you to follow along. It engages you, the questions you have, and your specific needs, so you have the chance to learn without a sales pitch.



### Real World Experience

This will give you the opportunity to visualize these solutions and tools work in your environment and how they would benefit you. This is not generic; it's tailored to your organization for a unique and personalized experience.

## FREQUENTLY ASKED QUESTIONS (FAQS)

### + WHEN & WHERE CAN I SCHEDULE A CIE?

You can work with your account manager to set up a session whenever it works best for your organization. We can come to you and set up right at your location or host the event at our office or a local Microsoft Technology Center. Interlink will take care of the equipment and details.

### + WHO SHOULD ATTEND A CIE?

A CIE works best when you engage all different areas of the business. Every person and position has a different view of the work challenges they face, and everyone has a different perspective that will lead to more effective collaboration and discovery. You'll get the most out of a CIE with a diverse set of users with different ideas and feedback.

### + WHY INTERLINK?

Interlink has the expertise and experience to analyze your current environment, offer guidance and provide you with a valuable and productive Customer Immersion Experience.



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**CONTACT US TODAY**  
to set up a CIE for your organization



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