

Adoption & Change Management

Change management services to drive adoption, increase utilization, and ensure user proficiency



What is Adoption & Change Management?

Microsoft 365 solutions enable your employees to achieve business outcomes – cost savings, time savings, simplifying and automating processes. However, these outcomes can only be achieved if end users adopt and use the new technology, and use it as intended.

People often resist change and those resisters can prevent success. Our Adoption & Change Management services help deliver real change and adoption within your organization by reducing implementation risk, increasing usage of existing workloads, and identifying opportunities to support additional workloads. As a result we help you enable your employee's and ultimately your customers to realize business value from your investment in Microsoft 365.

Why Adoption & Change Management Services?

Change can be one of the most challenging parts of a project. There may be competing projects, lack of vision or stakeholder involvement, or the solutions simply do not align up with the various user scenarios across the organization. Applying Adoption & Change Management services into a project enables a project to be successful and the users satisfied. Success starts with alignment of the stakeholders and the overall project vision. Analyzing the vision against the various user scenarios across the organization is a key component to ensure that the vision is achievable and can produce positive outcomes.

Once the assessment is complete and the project is ready to be delivered it is important to provide awareness and communications regarding the project and the benefits to the organization, down to the individual level. From there its critical to drive training ensuring the users are proficient and developing reporting and metrics to monitor the health of the change over time.

Interlink Cloud Advisors Is Your Trusted Technology Advisor

Since our inception in 2011, we have engaged with thousands of customers on a variety of products. Our company has a long standing and difficult to achieve Microsoft Gold Partner accreditation in Cloud Platform, Cloud Productivity, Collaboration and Content, Enterprise Mobility Management, Communications, and Messaging. Our business has always been focused on Microsoft technologies and was one of the first to join Microsoft in their journey to offer cloud services. Few companies can compare to our achievements and the quality of people and work products we offer our customers.

Stages of Adoption & Change Management

- ✓ **Discovery & Assessment** – Assessment to determine business objectives and key sponsors
- ✓ **Strategy Design** - Define the change management strategy to meet defined business outcomes
- ✓ **Execution Support** - Support the execution of the change management strategy
- ✓ **Ongoing support & value expansion**- Leverage reporting to show impact towards business goals and highlight ongoing opportunities

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