



Solution Brief

Microsoft 365 Continual Adoption

Maximise the value and return
on your Microsoft 365 investment

Background

Organisations today have a vast suite of cloud tools available to them to increase productivity and collaboration in the workplace. However, getting the business to use, understand and implement these tools is a challenge. According to leading industry research, 50% of digital software goes unused, and on top of that, 70% of traditional solutions fail.

Common issues are:

- Lack of plans to ensure that new technology is adopted quickly and correctly by employees
- Lack of adoption of new technologies
- Long ROI on collaboration applications

End-users need to understand “why” and “what’s in it for me”. Once the rationale has been explained and end-users desire to use the new tool, they need to be skilled-up to use the technology. Organisations often struggle to get new technology adopted, even when IT training and communications have taken place. Ensuring that end-users are part of the change journey means that new applications and technologies are successfully adopted.

How do we stop end-users from going back to their original methods of working?

Our partners



Related services

- Change Readiness Assessment
- Inclusive Culture programme with Microsoft 365

Our solution

We will implement and configure Nulia Works with our partners. Nulia Works is a platform-based and brand-new way to drive digital skills development in Microsoft 365 through a continuous user-focused system of usage measurement, personalised guidance, and rewarding engagement.

To ensure success, Insight's Prosci® certified Change Practitioners will run a workshop with key stakeholders to understand business needs and conduct an Employee Sentiment Survey to help create business outcome documents with aligned KPIs. From the outcome document and the Nulia Works Actionable Insights data collected, Insight will report back to the stakeholders and develop and deploy:

- Communication Plan
- Champions Plan
- Training Plan
- Sponsorship Plan

Business outcomes for your organisation



Ensures a return on your Microsoft 365 investment across roles and departments



Unlocks the value of Microsoft 365 by increasing usage across the entire suite, reducing the cost of traditional training and providing significant payback



Increased payback through reduced spend for non-Microsoft storage, communication, and virtual meeting applications

Business outcomes for your employees



Employees earn industry-certified badges that others can verify with data confirming skills are current and in use



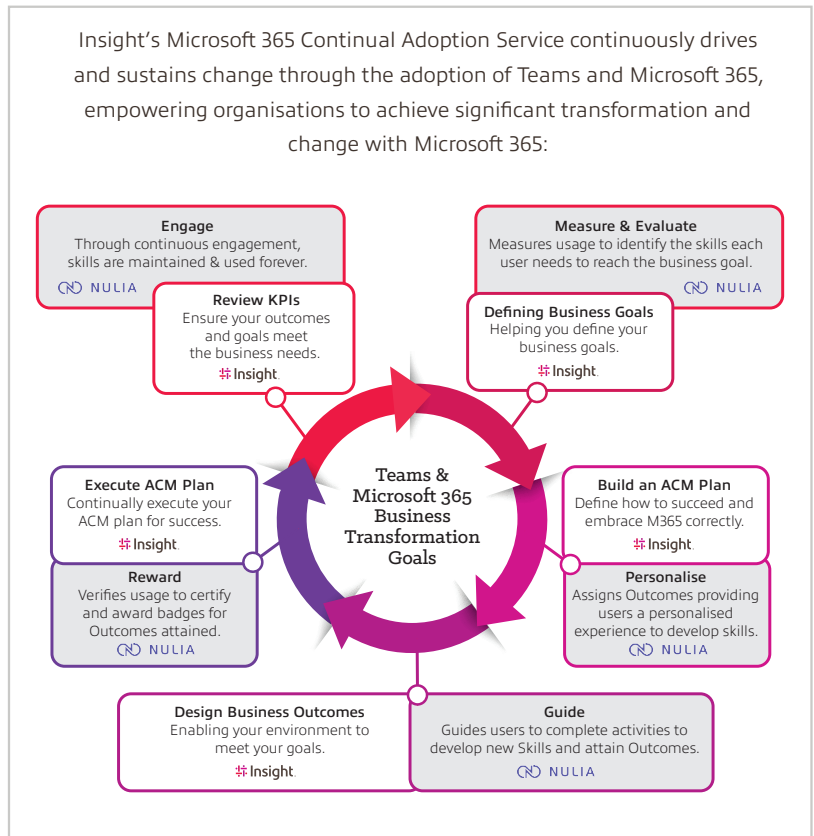
Meets your employees where they are, with what they need, personalising skills development in their natural flow of work



Empowers your employees to be confident in their new digital skills and enables you to know that you have a workforce with the Microsoft 365 skills they need

Users will have access to Nulia Works - the first of its kind solution that provides the "what's next" for each user based on their actual usage of Microsoft 365, giving users the confidence and tools to enhance their job functions.

Our consultants will provide ongoing support for the adoption of Teams and M365 enhancing the return on your investment.



Tasks	Lite (<250)	Essentials (<1000)	Advanced (>1000)
Install and configure Nulia	✓	✓	✓
Workshop with Business Stakeholders	✗	✓	✓
3 Interviews of 30 mins with Managers	✗	✓	✓
Employee Sentiment Survey	✗	✗	✓
Create a business outcome document	✗	✓	✓
Define KPI's linked to the business outcomes	✓	✓	✓
Present to the core team	✗	✓	✓
Review Nulia data and report back	✗	✓	✓
Create Communication Plan	✗	✓	✓
Create Champions Plan	✗	✓	✓
Create Training Plan	✗	✓	✓
Create Sponsorship Plan	✗	✓	✓
Deploy Communication Plan	✗	✗	✓
Deploy Champions Plan	✗	✗	✓
Deploy Training Plan	✗	✗	✓
Deploy Sponsorship Plan	✗	✗	✓
Health check on Nulia Insights followed by adjustment of KPIs and ACM plan by consultant	✓	✓	✓