DEEP OFFICE 365 EXPERTISE

We focus solely on – *and have developed deep expertise in* – the Office 365 platform including Microsoft Teams, Project Online, Planner, SharePoint & SharePoint Online, OneDrive, Exchange, PowerBI, Flow, Yammer, and PowerApps.

PROVEN PROCESS METHODOLOGY

We leverage a proven process methodology that begins with formulating your Strategy, Governance, and Architecture, and then tactically delivering Training, Administration, and Support.

COMMITMENT TO EXCEPTIONAL SERVICE DELIVERY

We maintain a commitment to exceptional service delivery using only US-based resources, as proven by a 100% service retention rate.

Office 365 Center of Excellence Services
A Customer-Centric Approach to Digital Transformation

The future is digital. Every company, irrespective of industry, is, or will soon be, thinking and operating like a digital company, reengineering operations to support the new speed of business. If you've invested in Office 365, you have the capability to execute your own digital transformation. Enabling and sustaining that capability, however, can be challenging for even the largest organizations. Just maintaining deep knowledge on the entire platform and understanding the implications of each tool and every enhancement on your environment alone can be daunting. It's why taking the "if you build it they will come" approach to Office 365 is simply destined for failure.

In our over 15 years of consulting with organizations in this space, we've learned what it takes to enable and sustain digital transformation. We see digital transformation as unique for each company, and focus on end user adoption as the major driver of success. We use a proven process methodolgy to help you get there. And, we maintain a customer-first culture with a commitment to exceptional service delivery using only US-based resources, as proven by a 100% service retention rate.
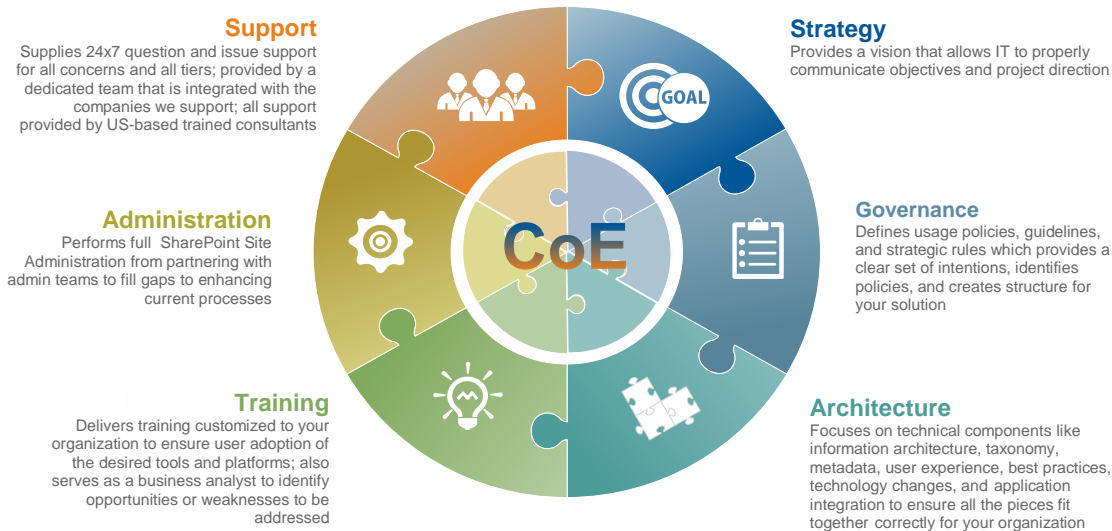
Digital Transformation is <u>Not</u> a Project

An organization cannot simply deploy software and expect magic to happen. It's accelerating broader business activities, processes, competencies, and models to fully leverage digital technologies. It's challenging business leaders to harness technology to shape their specific destiny. It's a living process that shifts throughout the journey.

It's why **88% rely on third-party providers for at least one component**.*

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A Proven Process Methodology

We leverage a proven process methodology that we refer to as Center of Excellence (CoE) service for Office 365 and related technologies. Our CoE service is made up six pillars, or service areas. We start with Strategy, Governance, and Architecture, and then tactically provide Training, Administration, and Support. The pillars are circular because digital transformation is an evolving process. They are also connected because there are clear interdependencies throughout the process. And at the center, communication brings everything together. It's the underpinning that supports each pillar and is interwoven throughout the process.

Support
Supplies 24x7 question and issue support for all concerns and all tiers; provided by a dedicated team that is integrated with the companies we support; all support provided by US-based trained consultants

Administration
Performs full SharePoint Site Administration from partnering with admin teams to fill gaps to enhancing current processes

Training
Delivers training customized to your organization to ensure user adoption of the desired tools and platforms; also serves as a business analyst to identify opportunities or weaknesses to be addressed

Strategy
Provides a vision that allows IT to properly communicate objectives and project direction

Governance
Defines usage policies, guidelines, and strategic rules which provides a clear set of intentions, identifies policies, and creates structure for your solution

Architecture
Focuses on technical components like information architecture, taxonomy, metadata, user experience, best practices, technology changes, and application integration to ensure all the pieces fit together correctly for your organization

CoE

An End User Focus

The difficulty with digital transformation is that it is 100% based on people and their ability and willingness to change how they operate. Users can send emails and use online file shares, but social content, publishing, project management, document management, business automation, business intelligence, etc. need support from skilled personnel. It's why 90% of our activities are targeted at the end user – where awareness leads to engagement, which drives adoption, and results in increased efficiency.

User Awareness ➜ User Engagement ➜ User Adoption ➜ Efficiency

A Fraction of the Cost of Full-time Personnel

Engaging our experts, comprehensive deployment resources, and 24x7 support is a fraction of the cost of hiring full-time personnel; and, while you likely have varying needs that are hard to forecast, our subscription model also ensures predictable spend. We offer different support plans to meet your business requirements with service-level agreements that establish performance and quality metrics, so you know your requirements are being met.

OUR COE AT WORK

- A customer had a solution built on Microsoft Teams but didn't use it for external collaboration because when it was implemented, Teams did not easily support that functionality. Three months later, Microsoft released an enhancement making it easy and secure for users to collaborate externally.
- The Architect Team saw the change coming and looped in the Support Team
- The Support Team, who was well aware of how users were employing Teams, brought in the Strategy Team who formulated an application and rollout recommendation.
- The Training Team built a custom training solution that helped users understand the new collaboration process.
- The Architect Team ensured security and data governance policies extended to external users.
- The Support Team then handled questions, ticketing, tracking, and reporting.

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