Microsoft Teams Solutions Brief

Ensuring your Microsoft Teams transformation is a success with Arrow

Getting the right support to help with user buy-in and training is an essential part of the success of any IT project - and Arrow is here to help.

Moving to **Microsoft Teams** can bring a wide range of benefits to a firm. Easier communications, better collaboration and greater support for home working are all hugely important for firms today.

To be successful, a strong change management solution is a must. This includes ensuring users have faith in the project and have the right training to make the most of it. This will often mean turning to your implementation partner for help and advice.

When you're adopting solutions like Teams and **Office 365**, which will be a core part of your day-to-day business, it's particularly important you have the right support services in place to streamline this process and ensure adoption rates are strong.

So how can Arrow help ensure your business has a communications system fit for the future?

A partner that understands your business

No two businesses are alike. Therefore, we offer in-depth consultancy and change management services to better understand your way of working and recommend an approach that's tailored to you. This can be a one-off implementation or part of a longer-term partnership to develop your future IT strategy.

The key to success is to take a holistic view of the business and involve stakeholders at all levels. Among those who will need to be part of successful deployments are executives both within the IT department and the wider business, the project team working directly on the implementation, and early adopters, who will be able to provide immediate feedback on what's working and where more focus is required.

We'll work with you to identify the best people and get them involved as early as possible, and keep you updated every step of the way. We have a wide range of expertise across many disciplines and sectors, which allows us to provide a consultancy service that's right for your business and budget.

Finding your Champions

Any new way of working requires buy-in from across the business. But to stand the best chance of succeeding, you need people who can promote the new services and evangelise to their colleagues about the benefits.

Champions should be trusted and respected members of staff who can help generate enthusiasm for the new systems and directly influence their colleagues. Learning directly from co-workers is a proven way to boost adoption, as individuals will be able to see first-hand the benefits of the solution.

These individuals don't need to have a technical or IT background. In fact, in many cases, it's beneficial if they don't, as it means they can speak to colleagues in plain English and have a better understanding of any issues or objections, and know the best ways to counter any complaints.

By working directly with end-users, Champions are well-placed to spot any specific challenges and suggest solutions. They also provide a vital bridge between business units and the project development team, offering feedback and guiding any changes in direction.

Getting the training right

While champions can go a long way to getting your team on board, for any widespread rollout to be successful, you need to focus on your training. This must be much more involved and comprehensive than simply a couple of sessions to introduce people to the features and give them instruction on how to use the tools.

The biggest question any employee will have about a new system is 'what's in it for me?', so make this a focus of your user education. Highlight benefits such as improved efficiency and ease of use, with real-world examples of how they can save time or reduce frustration.

This should include engagement events aimed at the key sponsors and executives to boost buy-in, which will filter down to other users. Plans should also be tailored to your company culture and use a variety of tactics. Classroom-based learning, online tutorials and hands-on exploration of the new software can all be useful to different people, so it's vital you're providing options that work for everyone.

Arrow can help you prepare for your launch by identifying key people to lead the transition and aligning your training strategy throughout the implementation and ongoing support process.

Practicing what we preach - how Arrow successfully implemented Teams

We know first-hand exactly what it takes to make a Microsoft Teams deployment successful, because we've done it ourselves. In 2019, we looked to move away from legacy systems, where much of our internal communication was still done via email, and adopt a more collaborative approach.

To roll out these systems to more than 220 employees spread across eight offices up and down the UK, we employed the same techniques we use with our customers - a consultancy-based approach that included the appointment of a champion in each office to set up their colleagues' systems and answer any questions.

We also upgraded the audio-visual systems in every meeting room to make the most of the technology and added extras like Disco, which further encourages adoption by ensuring employees will be recognised for their efforts to go above and beyond.

These improvements certainly proved valuable in March 2020 with the sudden move to enforced home working. But as well as ensuring we were prepared for any unexpected disruptions and able to function as close to normal as possible, it's also boosted our productivity and saved money in areas such as travel expenses.

It worked for us, and it can work for you too. To find out more about how Microsoft Teams can benefit your business, and how to implement it successfully, get in touch with our team of experts today.

Want to know more?

Microsoft Teams can support the future of your business.
Click on the link to get started.

GET IN TOUCH WITH ONE OF OUR EXPERTS TODAY