



Microsoft Surface Hub: User Adoption Programs

Bringing Microsoft Surface Hub to life

With technology changing the way we work, one of the challenges of introducing new ways of working is driving adoption and engagement within your teams. A successful technology change in the modern workplace requires not only technical capability, but also support in changing a user's behaviour.

Generation-e offers a variety of adoption packages, allowing you to choose the best fit and approach, and enable your organisation to get the most out of working with Surface Hub. All packages include a simple benefits realisation plan that is aligned to your business priorities and will keep the focus on measurable outcomes and absolute business value.

Why Surface Hub?

Collaboration for the modern workplace

Surface Hub transforms ordinary places into modern collaboration spaces. Everything you need is right here. Connect multiple devices using wireless and watch your ideas come to life.

The best way to create and brainstorm with others

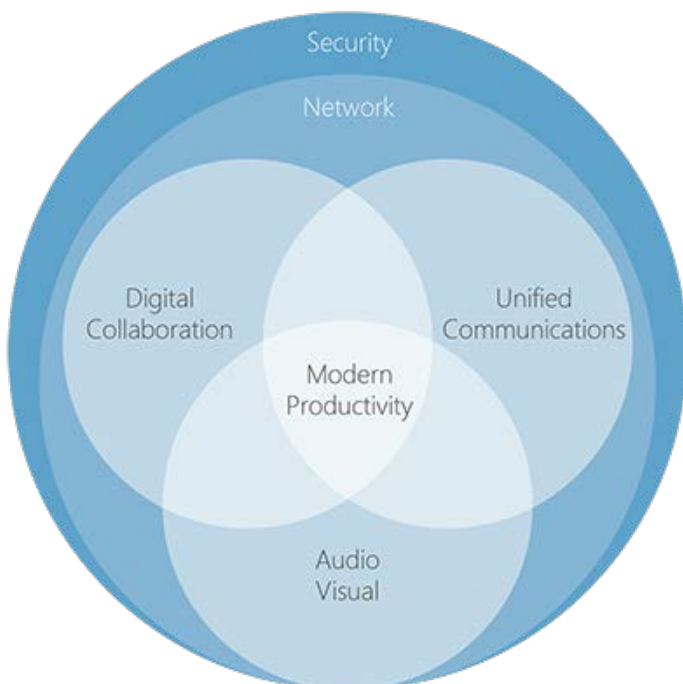
Bring teams together on a big screen and discover new ways to generate ideas. Ink directly and naturally on the whiteboard, and capture all your ideations. Pull in multimedia and content from other apps. What happens next is creativity unleashed.

More engaging and productive meetings

Join Skype for Business meetings with a single tap. Share content effortlessly. And because you can easily send meeting notes and content, communicating outcomes and action items is a snap.

Explore new ideas on a platform designed for collaboration

With Surface Hub, your teams can collaborate in new ways, with apps optimised for large-screen pen and touch experiences.



Why Generation-e?

Generation-e is the Australian authority in unified communications, advanced audio visual and cloud technologies.

We positively transform the modern workplace experience through technology solutions that enhance people's ability to securely and productively meet, collaborate & share, wherever they are, and on whatever device they choose.

Change Management - Technology adoption programs that build culture, and capability.



Generation-e delivers Change Management programs that leverage our unique understanding of how Microsoft Modern Workplace tools - combined with meeting room Audio Visual and Unified Communications technologies - can provide seamless workplace experiences.

We provide comprehensive organisational change and adoption programs that build culture and capability at the personal level, to deliver the positive outcomes that support business-wide objectives.

Our methodology extends beyond simply implementing change, to structured post-implementation support and monitoring. This is delivered in a framework that provides a clear roadmap of all activities and communications, and facilitates deep stakeholder engagement and feedback throughout.

Our adoption framework is aligned with **Prosci** the global leader in change management methodology and used by Microsoft globally.

Our methodology

Envision

Drive benefits realisation

Enable

Results & deliver outcomes

Embed

Ensure return on investment

Envision

The discover and design phase that builds a customised plan to suit unique business requirements, accelerated by our templates and framework.

Enable

The installation and commission phase, where adoption plans are implemented and assumptions tested in order to minimise both risk and impact to the business.

Embed

The transition and support phase, where change is introduced and reinforced to ensure that adoption is sustained, and the monitoring and measurement cycle begins, in order to address any impact or challenges.



Microsoft

Prosci
PEOPLE. CHANGE. RESULTS.®

Packages

One location, 3 days.

A compact foundation-level adoption package for Microsoft Surface Hub, focusing on the essentials of end user engagement, and designed for a strategically-aligned roll out.

Day 1 – Adoption Approach Workshop

We look at how Surface Hub best fits into your daily work to discover opportunities to improve work practices and realise benefits, and efficiencies. We will cover:

- High level overview of Microsoft Surface Hub
- Mapping of user groups, use cases, and business needs
- Establishing an internal adoption network
- High level Impact Assessment
- Launch communication strategy
- Usage metrics

Day 2 – Deep Dive Sessions

Comprehensive hands-on training sessions facilitated for various end user groups and administrator/power users that cover Hub features and functionality:

- 4 x 1-hour training and use case discussions with different user groups
- 1 x 1.5 hour Admin/Power User training

Day 3 – Document Adoption Strategy – ½ days

A high-level Adoption and Change Management Approach report will be produced along with practical adoption materials.

Day 4 – Check Points - ½ days

A follow up to check on usage levels and identification of any pain points, then to formulate an approach to resolve any bottle necks:

- 2 weeks after launch.

Packages

Two locations, 4.5 days.

A comprehensive Microsoft Surface Hub adoption package that delivers all essentials and covers more ground reaching out to a wider audience with awareness sessions.

Day 1 – Adoption Approach Workshop

We look at how Surface Hub best fits into your daily work to discover opportunities to improve work practices and realise benefits, and efficiencies. We will cover:

- High level overview of Microsoft Surface Hub
- Mapping of user groups, use cases and business needs
- Establishing an internal adoption network
- High level Impact Assessment
- Launch and communication strategy
- Usage metrics

Day 2 – Deep Dive Sessions (2 days)

Comprehensive hands-on training sessions facilitated for various end user groups and administrator/power users that cover Hub features and functionality.

- 4 x 1-hour training and use case discussions with different user groups
- 1 x 1.5 hours Admin/Power User training

Day 3 – Meet the Hub Sessions

A soft launch to raise awareness for Microsoft Surface Hub. 8 x 30 minute drop-in sessions that cover:

- Maximum 6 people per session
- High level overview of Microsoft Surface Hub
- Internal adoption network
- Specific use case discussions

Day 4 – Document Adoption Strategy – ½ days

A high-level Adoption and Change Management Approach report will be produced along with practical adoption materials.

Day 5 – Check Points – 2 x ½ days

A follow up to check on usage levels and identification of any pain points, then to formulate an approach to resolve any bottle necks:

- 2 weeks after launch;
- and 6 weeks after launch.

Packages

Multiple locations, 10 days.

An all-encompassing adoption package for Surface Hub that ensures a robust solution including a launch event and extended operational support.

Day 1 – Adoption Approach Workshop

We look at how Surface Hub best fits into your daily work to discover opportunities to improve work practices and realise benefits, and efficiencies. We will cover:

- High level overview of Microsoft Surface Hub
- Mapping of user groups, use cases and business needs
- Establishing an internal adoption network
- High level Impact Assessment
- Launch and communication strategy
- Usage metrics.

Day 2-4 – Deep Dive Sessions

Comprehensive hands on training sessions facilitated for various end user groups and administrator/power users that cover Hub features and functionality.

- 4 x 1-hour training and use case discussions with different user groups
- 1 x 1.5 hours Admin/Power User training.

Day 5-7 – Meet the Hub Sessions

A soft launch to raise awareness for Microsoft Surface Hub. 8 x 30 minute drop-in sessions that cover:

- Maximum 6 people per session
- High level overview of Microsoft Surface Hub
- Internal adoption network
- Specific use case discussions.

Day 4 – Document Adoption Strategy

A high-level Adoption and Change Management Approach report will be produced along with practical adoption materials.

Day 5 – Check Points – 4 x ½ days

A follow up to check on usage levels and identification of any pain points, then to formulate an approach to resolve any bottle necks:

- 2 weeks after launch;
- 6 weeks after launch;
- 12 weeks after launch;
- and 16 weeks after launch.



Add-ons

- Additional 'Deep Dive' training days: \$2500 (1 day)
- Additional 'Check Points' sessions: \$1000 (half day)
- Additional 'Meet the Hub' events: \$2000 (1 day)

Pre-requisites & assumptions

- All impacted decision makers and stakeholders will be available to attend the workshops
- Logistics (booking of meeting rooms- sending out invites etc) will be managed in conjunction with the customer
- Skype for business devices are fully integrated with Skype for Business and Exchange environments, Infrastructure is ready for workshops, tech support is available during the workshops
- The scope is flexible to become a custom arrangement (training days and check points can be added as a modular option), any changes will be mutually agreed in writing.

Terms and Conditions

- All workshops have a capacity of maximum 6 people a session to allow for discussions and questions
- Travel and accommodation excluded – if outside of Melbourne.



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