



Solution Brief

Microsoft Surface Device Adoption

Background

Employees are expecting greater flexibility of where and how they work. Organisations are striving towards more modern ways of working, being more inclusive and celebrating diversity of thought. For organisations, attracting and retaining top talent, encouraging innovation and improving productivity are key business drivers.

When we look at organisations, it is the people within those organisations who are working every day to help businesses achieve their targets, be that customer experience, product quality or financial objectives. A crucial aspect of leading an organisation is providing employees, customers, partners, volunteers or members of the public with tools they need to complete their roles successfully.

There is a direct link between providing effective tooling and having highly motivated employees. "I have the materials and equipment I need to do my work right" is a key question Gallup asks in their surveys to measure employee engagement.

Our solution

With Insights Microsoft Surface adoption service learn how Inclusive as standard is the mantra of Microsoft's Surface range. Everything has been carefully designed and considered to enable your workforce to have the best experience with technology, removing distractions and challenges, providing your employees with more time to focus on their work.

Our partner



Related Services

- Insight Discover & Plan Service
- Insight Teamwork Assessment Service
- Insight Secure Remote Work Workshop

The service includes

"The benefits of choosing Surface" Animated video with voiceover & subtitles

- The objective of the video is to inform clients about the benefits of Microsoft Surface for employees.

"Kick Starter" Preview & Introduction to Surface Adoption Workshop

- For business decision-makers and key stakeholders, an introduction to managing successful business change with a focus on PROSCI methodology, so the client understands best practice.
- Overview of Insight's Surface Adoption Service Offerings and value add propositions.

Microsoft Surface Adoption Workshop

- Workshop with different stakeholders from the business, discussing the mission, vision, organisational and project goals and objectives. Focus is on the current and future preferred communication and collaboration processes, Adoption experience, the position of IT regarding the business and the need for knowledge and support within the organisation.
- Attendees should be representatives from C-level, IT, Support Desk, Communications, Marketing, Education and at least 3 Business Unit Managers.

Technical "Art of the Possible" Surface Workshop & Training

- Workshop with clients IT support team to discuss the client's current infrastructure surrounding devices, recently purchased/selected Surface options and accessories.
- Overview of modern device deployment and management options.
- Supporting Surface – what to look out for and troubleshooting tips.

Champions Training Workshops

- For motivated and enthusiastic employees with roles across all business functions to upskill clients champions network to support the organisation's culture change and be passionate about 'championing' those beliefs, values and behaviours.
- This session will provide your champions will all of the knowledge and ability for both Microsoft Surface Devices and Microsoft 365 accessibility features.
- Research shows that "learning via co-workers is amongst the most effective and most used methods" for learning ("40% of people said this method was very helpful"). Therefore it is best practice to create a champions network within your organisation to support all employees.

Surface Device "Power Up" Video

- "Power Up" your business and employees with this initial set up video to help them to quickly get set up on their new device and get back to being productive.

Surface device end-user virtual training

- Support your employees to learn and develop new habits and ways of working to align to this culture change to be successful with this tailored virtual end-user training webinar.

Workshop to learn how to make All Hands Business Updates more accessible

- This workshop with Senior leadership and executive teams will support your business to understand how to create more accessible business updates to ensure all employees understand the importance of these communications.

Accessibility "All Hands" webinar

- From the learnings in the previous workshop Insight will support your business to create the agenda and host an accessible all hands webinar to help employees understand why accessible technology is essential for a business.

Recorded bitesize Accessibility features of Surface devices, Windows 10 & Microsoft 365 videos

- With short, memorable and easy to search bitesize videos on related topics, employees can digest the training at a convenient time (tracked by the client) and refreshed when needed by individuals and teams.

Microsoft Surface End User FAQ

- Providing employees with answers to frequently asked questions in a simple format will encourage self-service and reinforce the importance of their Champions support network.










Business outcomes

Through a series of immersive demonstration sessions, Adoption strategy planning workshops and interactive training sessions, understand how your organisation can work towards creating a culture change to support an inclusive workplace underpinned with Microsoft's Surface Devices with their inclusive as standard design. At the end of the engagement, clients will have an understanding of the ADKAR framework and how to support the individuals in their business through successful change with strategic plans and training content developed by our Adoption and Change consultants.

The outcomes will give your organisation the skills to successfully adopt Microsoft Surface devices across your entire business. Additionally, we'll outline the critical steps to creating a culture change within your organisation to provide support for your employees, even when they don't know they need it.

Why Insight?

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop new solutions and processes. We will help you manage today's priorities and prepare for tomorrow's needs.

 Global scale & coverage	 Operational excellence & systems	 Software DNA	 Services Solutions	 Data centre transformation	 Next-generation tech skills	 App dev & IoT expertise	 Insight Digital Workspace™	 Partner alignment
--	---	---	---	---	--	--	---	--

About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions that help your organisation run smarter. We will work with you to maximise your technology investments, empower your workforce to work smarter, optimise your business and create meaningful experiences.

For more information please contact your Insight Account Manager.

0344 846 3333 | uk.insight.com