

Customer programme



 **Workspace365**

Everything simplified.

Ever-evolving digital workplace

Workspace 365 is constantly evolving, and so are the wishes and needs of your organisation. Adapting to the latest technology and market needs is a must to stay relevant. By constantly optimising the digital workplace, we can unlock the ultimate digital work focus for your employees.

Our customer programme ensures you fully embrace the digital workplace, maximising your investment. With a continuous personalised approach, we offer regular sessions, intensive value creation strategies, and access to best practices. This empowers your organisation to extract more value from your digital workplace and adapt swiftly to change.

The programme continues as long as you're using Workspace 365. It will adapt to your needs to keep delivering value and simplicity.

Continuous value creation



Expertise and knowledge

You'll gain access to our specialist knowledge and experience, ensuring your digital workplace is perfectly tailored to your needs.



Support and guidance

Receive ongoing guidance and support, increasing your chances of success. This continuous support leads to higher employee engagement and optimal use of your digital workplace.



Maximise the value of licenses

You fully utilise your Workspace 365 license by continuously discovering new possibilities and features that make your digital workplace more effective and aligned with your needs.



Continuous optimisation

Benefit from regular check-ins and updates to keep your digital workplace up-to-date and aligned with your organisation's work processes and needs.



Functional ownership

We empower you to take the lead in shaping your own digital workplace. Together, we'll keep simplifying your processes, boosting productivity, and ensuring your digital workplace actively supports your communication and access needs.

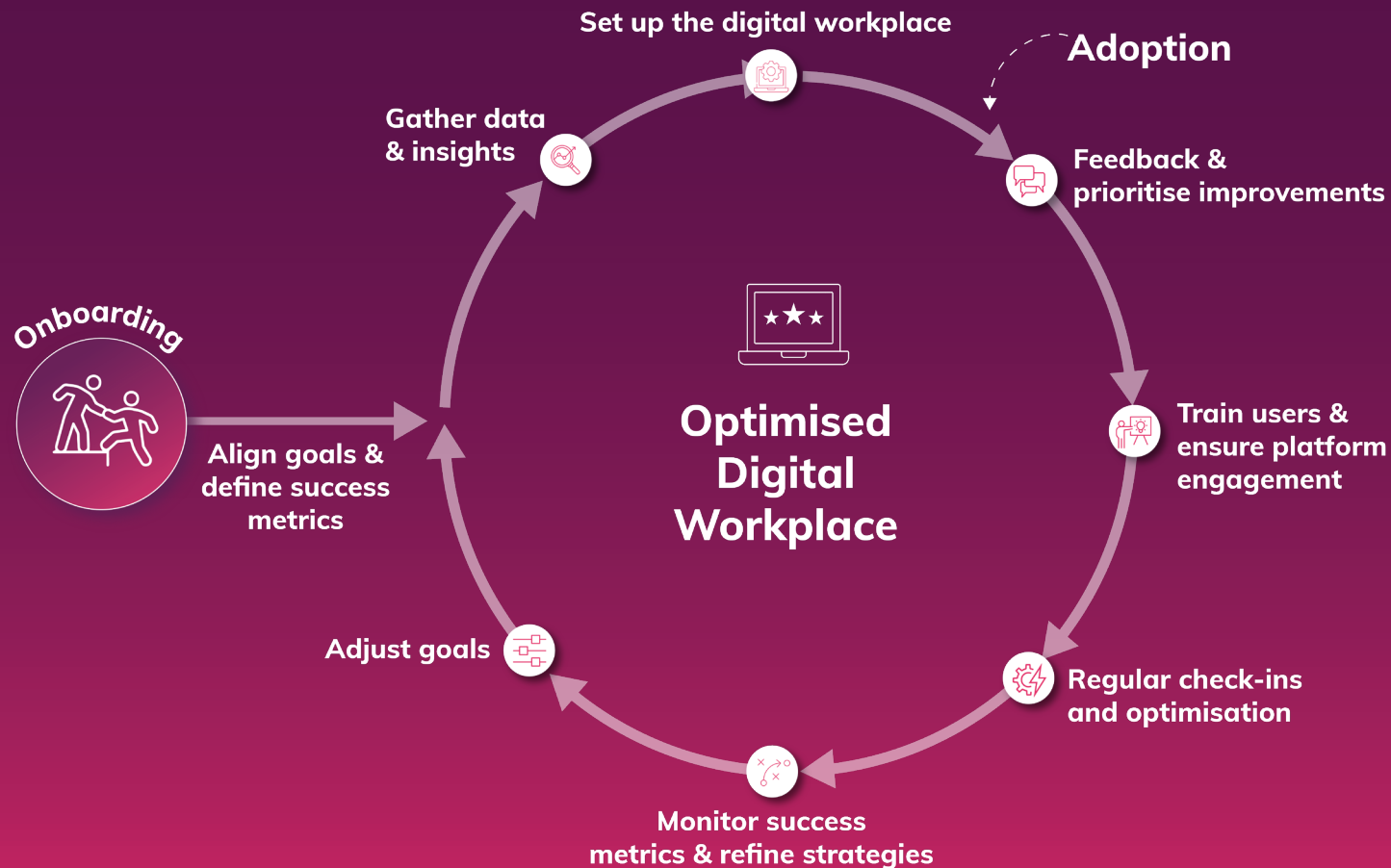


Simplify the complex

With our programme we help you to remove IT complexity by offering an ever-evolving digital workplace that adapts to your needs.

Phases and responsibilities

Our customer programme helps you to fully embrace your digital workplace by guiding you through key phases. Each phase focuses on activating, adopting, and optimising the digital workplace to maximise value.



Phase 1: Activation



Objective:

Launch the digital workplace and empower the customer to take ownership.



Customer

- Define personas and integration needs.
- Set up the digital workplace.
- Create a testing, adoption, and communication plan.



Workspace 365

- Guide setup and ownership.
- Share best practices and process feedback.



IT Partner

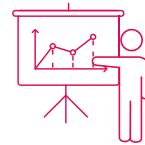
- Handle technical integration (e.g., SharePoint, Single Sign-On).

Phase 2: Adoption



Objective:

Ensure full employee adoption and workplace optimisation.



Customer

- Lead testing, adoption, and go-live.
- Plan meetings and evaluate progress.



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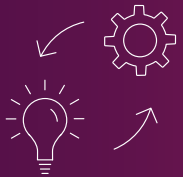
- Provide guidance and share best practices.



IT Partner

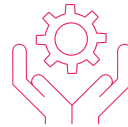
- Support ongoing technical adjustments.

Phase 3: Ambassador



Objective:

Maximise workplace value and foster continuous improvement.



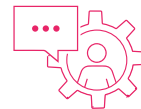
Customer

- Maintain ownership, evaluate, and optimise.



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- Share future insights and gather feedback.



IT Partner

- Ensure continued technical support.

Your first 12 months



Complete onboarding

From the moment you begin, you'll receive guidance from our experts.



Functional knowledge transfer

Essential knowledge transfer to ensure effective implementation.



Guidance in value creation

Active support to help you realise the value of your digital workplace within your organisation.



Quarterly sessions

Regular sessions to monitor and adjust progress with the digital workplace accordingly.

Follow-up



Insight into new developments

Quarterly updates on both past and upcoming platform developments.



Feature request channel

Direct access to submit feature and change requests.



Customer events

Priority access to events, offering valuable networking opportunities.



Workspace 365 Customer Success Manager

Direct access to an assigned Customer Success Manager for targeted support.




Knowledge sharing

Access to best practices and experiences from other organisations within the industry.

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The programme is designed to help you find focus and flow within your digital workplace by simplifying your IT environment. This unlocks greater productivity, and collaboration within your organisation.

By continuously adapting and improving, we ensure you get the most out of your digital workplace investment, fostering a positive work culture where employees can focus on what truly matters, driving your business forward.



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