

# Optimize the user experience with Management of Change workshops

DXC MyWorkStyle

## DXC Services for Office 365

### Benefits

- Drive adoption to achieve business benefits of Office 365
- Identify specific and unique change-management needs
- Introduce advanced collaboration tools such as Microsoft Teams and Microsoft Flow so teams can focus on the core mission
- Reduce process overhead and streamline communication through advanced collaboration tools
- Keep current with evolving Office 365 capabilities with a trusted partner

*“By creating a culture of rapid but sustainable change, organizations turn technology-driven disruption into business advantage.”*

— Harvard Business Review Analytic Services

Gain full value from your Office 365 investment by enabling your organization to work in new ways.

Companies often struggle to get the full value from their investment in Office 365 because they focus only on the technology aspects of a migration and forget to address the user experience.

As a result, employees may not understand how to use the new tools and features effectively and might even be reluctant to adopt them at all.

DXC Technology’s Management of Change (MoC) Services for Office 365 — offered as part of DXC Services for Office 365 — help companies address these challenges.

Our systematic, people-centric approach assesses the impact of transformation on workers and delivers a series of services to help them master their new and future environments.

### Critical need for change management

Business leaders recognize that digital transformation is about broad organizational change — and overcoming inertia and resistance to it — as well as technology. In fact, they expect digital transformation to accelerate and intensify the pressure for massive change.

To help our clients better understand the digital transformation journey and large-scale change, DXC sponsored a survey

conducted by Harvard Business Review Analytic Services of 376 digital leaders in a variety of industries. The resulting report, “Winning Through Change in the Digital Economy,” offers guidance for business and technology companies in all industries and examines what the surveyed leaders are doing to move their organizations forward:

- 79 percent will undergo extensive (29%) or substantial (50%) change over the next 5 years.
- 89 percent are creating new organizational structures and teams to support digital transformation.
- 46 percent say they need to make significant changes to their partner portfolio.
- 32 percent say their organization is not particularly digital (with fewer than a quarter of their products, operations and business models dependent on digital information and technologies).

### Smooth journey to Office 365

DXC’s modular, step-by-step approach leads you through your Office 365 journey.

The MoC diagnostic service assesses your organization’s capabilities and maturity in domains critical to a

successful management program, including communication, governance and program management. An MoC roadmap details our conclusions and recommendations.

DXC's adoption accelerators guide and support your program as needed. We work with you to develop a change strategy and plans, including communication and training. We establish your change program governance and facilitate your adoption activities.

Our approach to your existing capabilities:

- 1. Accelerated adoption.** A full set of services and tools dealing with MoC for Office 365 will help drive adoption.
- 2. Services as needed.** We deliver our modular workshops when and where you need to address the user experience for core workloads, including Exchange and SharePoint, or advanced tools.
- 3. Single point of accountability.** DXC works closely with Microsoft to rapidly handle, resolve and communicate any incidents. An integrated, colocated Microsoft/DXC delivery team provides deep access to operational and engineering teams, integrated delivery processes and regular operations reviews.
- 4. Trusted, proven methodology.** Our standardized approach efficiently

transforms workloads and the supporting ecosystem.

**5. Comprehensive support.** We cover all Office 365 environments, from on-premises legacy to cloud. We provide support for Office 365 and the ecosystem, including authentication, networks, hybrid on-premises services, devices, applications and service desk.

**6. Location flexibility.** With DXC, your Office 365 applications and data can support local regulations and data privacy requirements wherever you do business.

#### **Gain from our real-world experience**

Migrating to Office 365 represents a major transformation, but there's no need to go it alone. DXC has successfully transitioned more than 2 million user workloads to Office 365 and performed millions of migrations to updated versions of on-premises Exchange and SharePoint. We capture and share everything we have learned from those projects — including from our own Office 365 implementation — so you can benefit from our experience.

When your migration is complete, we're still there to help you. DXC has more than 25 years of experience supporting millions of users' email and collaboration workloads.

#### **Work with the best**

Our industry expertise and results make it clear: You won't find a better qualified and more trusted partner to help you with this critical task.

- DXC supports 6.7+ million mailboxes and manages 2.2+ million SharePoint users.
- Our long-standing Microsoft partnership gives us extensive architectural and operational insight into Office 365.
- DXC has 20,000 Microsoft-trained professionals.
- We have the real-world experience to best structure and implement your change management and adoption programs.

#### **Next steps**

Make your move now to Office 365 with DXC. If you're already there, talk to us about how we can help you get the most out of your investment.

**Learn more at**  
**[www.dxc.technology/  
workplace\\_and\\_mobility](http://www.dxc.technology/workplace_and_mobility)**

 **Get the insights that matter.**  
[www.dxc.technology/optin](http://www.dxc.technology/optin)

#### **About DXC Technology**

As the world's leading independent, end-to-end IT services company, DXC Technology (NYSE: DXC) leads digital transformations for clients by modernizing and integrating their mainstream IT, and by deploying digital solutions at scale to produce better business outcomes. The company's technology independence, global talent, and extensive partner network enable 6,000 private and public-sector clients in 70 countries to thrive on change. DXC is a recognized leader in corporate responsibility. For more information, visit [www.dxc.technology](http://www.dxc.technology) and explore [thrive.dxc.technology](http://thrive.dxc.technology), DXC's digital destination for changemakers and innovators.