Office 365 Engage

Microsoft Business Unit

The recent evolution in technology has placed organizations in need of a new infrastructure to streamline their operations and measure their return on investment (RoI). The integration of a digitally enhanced and agile organizational change management system can assist organizations in tracking the implementation of Office 365 in real-time and taking any necessary corrective measures to improve productivity, collaboration, and efficiency at various levels of the organization.

TCS' Office 365 Engage is a cloud-based solution that facilitates an easy adoption of the Office 365 technology to realize maximum returns and ensure employees are using the technology to promote collaboration and produce efficient results. Using customized engagement campaigns, adoption dashboards, and micro-content, the solution helps organizations optimize the Office 365 advantages to boost productivity.

Overview

The transition to a new technological infrastructure requires a platform that can facilitate easy adoption of technology and its integration with the employees' ways of working. It is also important to incorporate a change management initiative that can reduce employees' resistance by demonstrating how the new technology improves their business functions and increases productivity. Without appropriate adoption metrics, feedback and dashboards, organizations cannot make an informed decision to continue with the new technology or measure the RoI.

TCS' Office 365 Engage solution enables the adoption of new technological infrastructure and enhances collaboration and people management. Equipped with custom engagement campaigns and information-driven adoption approach, Office 365 migration allows employees to understand their own usage and performance by offering customized micro-content based on the employee's role, unit, and geography. Its cohesive end-to-end change management approach further removes any gaps in the user's tech-savviness, serving the organization's required business outcomes.

Our Solution

TCS' Office 365 Engage helps organizations by providing:

- **Information-driven adoption:** Leverage adoption metrics, dashboards, and feedback to measure the revenue streams in the business unit and produce well-informed decisions on the adoption and continuation of Office 365.

- **Game mechanics:** Keep employees motivated by role-based personalized learning mechanism.

- **Personalized micro-content:** Empower employees through content based on the user's role, unit, geography, and Office 365 usage.

- **Custom engagement campaigns:** Track and improve Office 365 adoption through custom, multi-channel engagement campaigns.

- **AR-based learning:** Use fun AR markers to interact with Engage in a tech-savvy 'cool' manner.

- **Behavior-based scoring:** The Office 365 user score and performance bar charts provides user an insight into their usage patterns.

- **Targeted adoption campaigns:** Targeted adoption solution allows organizations to develop and measure necessary campaigns easily and effectively.

Driving Collaboration and Employee Engagement

Unified adoption dashboard

Business outcome-based content

Activity-based learning cards

Behaviour-based scoring

Targeted adoption campaigns

AR-based learning experience

Role-based personalized learning

Gamified adoption experience

Multi-channel campaigns

Figure 1: An overview of TCS' Office 365 Engage

Benefits

A partnership with TCS can help you attain the following tangible benefits:

- **Maximize RoI on Office 365:** Lower the total cost of ownership by reducing maintenance costs and associated expenses; promote and sustain new-age ways of business functioning to improve productivity.

- **Change management system:** Build a more efficient workforce by optimizing the change management system. Reduce the time needed to integrate and implement the change and minimize resistance.

- **Enhanced collaboration:** Leverage technology and bridge any gaps in the user's adoption of Office 365 and collaborate with stakeholders seamlessly.

- **Role-based learning:** Align employee training to business processes to solve real problems and eliminate skill gaps; tailor training programs to optimize employee performance.

The TCS Advantage

TCS' offering can help your organization stay in tune with the emerging technological evolution and migrate to Office 365 by providing the following key differentiators:

- **Service range:** End-to-end coverage for customer needs including set up, migration, integration, and support.

- **Customizable content:** Customized Microsoft products offered for learning via Office 365 Engage can be added/removed to suit the organization's needs.

- **Feedback-based learning journeys:** Provision for user feedback for each card during the customer journey is used by the curators to help refine learning journeys.

- **Strong partnership with Microsoft:** Being a Microsoft Premier Outsourcing and Microsoft Gold Certified SharePoint partner allows priority support from Microsoft.

- **Preferred membership:** TCS is a preferred member of the Microsoft 365 Content Services Partner Program and a launch partner for Project Cortex, including SharePoint Syntex.

- **Productive workforce:** An agile workforce providing an excellent collaborative environment and ensuring employee engagement during design and implementation.

- **Strong support model:** A 24*7 email support, with published turnaround-time offered as part of the license. For dedicated support, TCS provides a premium-support model.

Awards & Recognition

To know more

Visit the **Microsoft Business Unit** page on **tcs.com**
Email: **dw.marketing@tcs.com**

About Tata Consultancy Services

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 488,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $22.2 billion in the fiscal year ended March 31, 2021, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index.

For more information, visit **www.tcs.com** and follow TCS news at **@TCS_News**.

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