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Optimize Microsoft 365 productivity, licenses and costs

Collaboration and communication are the key components of productivity, and productivity is the lifeblood of the modern enterprise. Many organizations are turning to the defacto standard, Microsoft 365 (M365), to provide the tools necessary to bring collaboration and communication – and by extension, productivity – to each individual in the enterprise. M365 can bring significant benefits to teams large and small, being secure, current, highly available, and easy to maintain. However, realizing the full, transformative value of M365 requires organizations and their people to adapt their work behavior and adopt new efficient ways of working.

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Microsoft 365

OBJECTIVE

With M365, organizations are not simply buying a straightforward upgrade; rather, they are making an investment in the productivity and everyday digital experience of their workforce.

This then is the objective: to truly adopt M365 within an organization in order to realise full value from the M365 products and the new ways of working that M365 facilitates – enabling teamwork across your enterprise and empowering your users with access to the information and tools they need to get their work done whilst also protecting your business with the built-in security, risk management and compliance standards offered by M365.

CHALLENGE

While some organizations may have a large budget for change to accompany an organization-wide M365 implementation, that budget is no guarantee of success. Focused in the wrong areas, it will lead to a change merely in the tools being used rather than a change in usage behaviors; it is by embracing new ways of working that an organization can really derive the most value from M365.

If employees are not using the multitude of new features due to a lack of awareness, access, or understanding, then the organization is wasting time, resources and ultimately money on M365, when it could actually help you save thousands of dollars and countless hours of lost productivity.

Lack of visibility of user behavior can also impact ROI in a broader sense. Without data and insights on usage, it is impossible to optimize costs. Large sections of the employee community can often be 'over provisioned' with subscription packages beyond requirements incurring additional cost for no returned benefit.

SOLUTION

Improving ROI of your digital workplace investment is not just about adopting new tools. Realizing the full, transformative value of a digital employee experience through M365 requires organizations and their people to adapt their work behavior and adopt new efficient ways of working.

Acumen is uniquely positioned to provide organizations with the intelligence and insights on both technology and behavior that enable them to employ the most appropriate deployment strategy, measure and monitor progress and utilise the insights Acumen presents to drive adoption and optimize costs.

Baseline assessment

Before any transformation, it's important to understand your starting point, reviewing your current capabilities. This includes the technology already in place and the workforce's ability to absorb change and utilize IT.

- Evaluate users to identify suitable early adopters who can act as champions and lead pilot groups to try out new functionality before you commit to a full migration.
- Create the best possible deployment strategy, prioritizing and staging deployments based on employee capabilities and readiness to change.
- Establish a baseline against which to measure improvement efforts and ROI as you implement M365, to ensure your desired outcomes are achieved.
- Assess and ensure a healthy M365 landscape, ensuring all devices are migrated to the latest version, updated with the latest features.

Manage the rollout and optimize ROI

Drive adoption

Target, promote, and track application use. See which employees, teams, roles, and locations require help. Create Power Users and get employees to master critical apps. Identify which solutions need higher adoption and rapidly boost adoption via campaigns leveraging usage data to track adoption progress. Drive adoption of critical applications such as Microsoft Teams.

Accelerate standardization on accredited applications

Discover which SaaS and heritage applications are in use, by whom. Secure accurate usage data on all applications across the IT Estate and leverage KPIs and insights to better understand where targeted actions will help achieve greater adoption of corporate solutions.

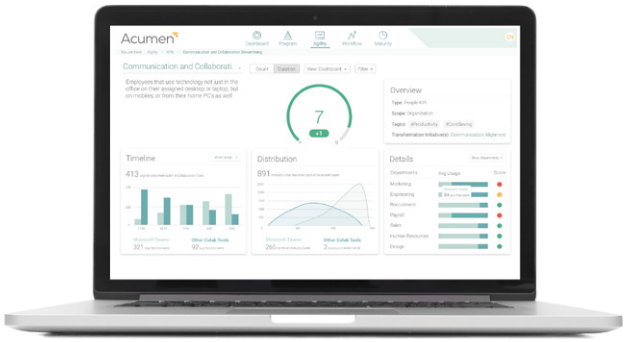
Optimize application costs

Maximize License Savings: find all of your inactive, oversized and duplicate M365 licenses, track license and workload usage, and optimize licenses by reallocating or realigning them to the most appropriate subscription tier, especially M365 E3/E5.

Win, win: Increase M365 productivity and ROI, and reduce TCO.

Continually Drive Value

Realize ongoing value from your M365 investment by continuing to boost user engagement and drive adoption. Manage and prepare for change by measuring and sharing the success of M365, while understanding where to iterate for future improvements.



Application specific KPIs – tailored to your business

Acumen provides groups of application-specific KPIs including M365 products. These KPIs can be weighted to truly reflect the needs of your organization.

Acumen **KPI's**

Office 365 Account Optimization
Identify opportunities for the organization to optimize Office 365 accounts and reduce costs whilst maintaining required functionality.

Collaboration Streamlining
Measuring user adoption of Microsoft Teams for communication and collaboration against other products.

Communication Efficiency
Tracking improvements in communication efficiency achieved by adopting Microsoft Teams messaging over legacy e-mail.

File Storage
Demonstrating that users and leveraging Teams file storage capabilities to save their documents over traditional local drive storage or other file storage solutions.

Meeting Efficiency
Tracking Microsoft Teams adoption for meetings against other solutions and measuring meeting efficiency through reduction in meeting numbers and duration.

Software Usage
Track usage of a specific software product.

Unused Software
Highlighting potential savings for end-user application licensing, support and maintenance.

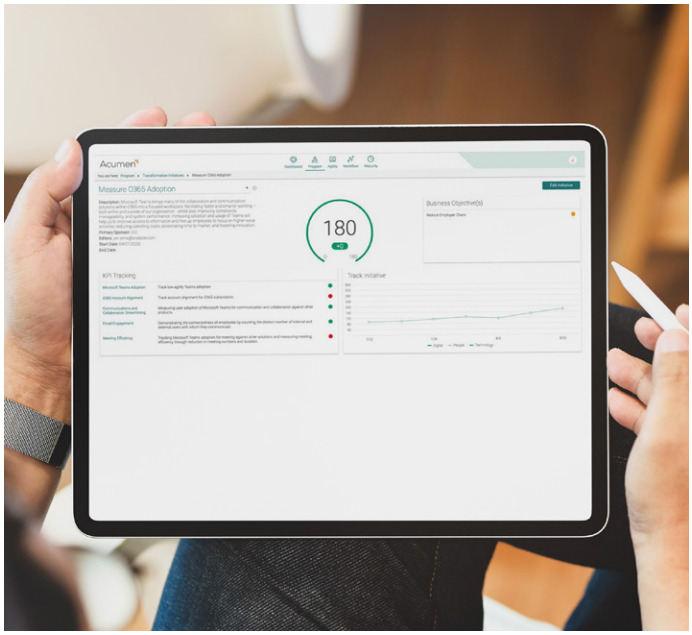
Use of SaaS Applications
Demonstrating adoption of new ways of working, and usage of SaaS applications provided by the organization.

Category Sprawl
Identifying use of multiple applications in single software categories, allowing for opportunities to rationalize or standardize applications.

Minimize costs and accelerate adoption

Capture actionable data to enable the optimal deployment of M365 versions to minimize costs and accelerate adoption.

- Actively manage your M365 deployment to ensure your subscriptions are always right-sized, and that any excessive entitlements are downgraded and unused or underutilized resources are reassigned or eliminated.
- Identify the induvial user application requirement based on usage and assign the correct subscription level.
- Automated insights tell you which individuals can be downgraded and to what level.
- Assess ongoing use of M365 applications and monitor and compare against heritage applications to optimize adoption and increase ROI.
- Accurate Inventory and usage profiles enable the avoidance of over provisioning subscriptions and incurring the associated expense – rationalize requirements and create scenarios to compare costs at various levels of subscription.



Scalable's technology ensures privacy is maintained in the process of gathering workforce analytics. All data captured is presented back at team or department level, obfuscating individual information and ensuring users individual privacy is prioritised.

Find out more

To find out more about Acumen and how workforce and systems analytics can help optimize the ROI of your digital initiatives, providing you with the KPIs that enable your organization to drive adoption, increase productivity and optimize costs, visit **scalable.com**

About Scalable…

Our mission is to provide customers with the key data and insights needed to make their organizations more digitally agile, by enhancing performance, and creating effective digital experiences for their customers and employees.

Scalable Software, an innovator in SaaS-based IT operations analytics and employee usage data since 2008, is uniquely placed to combine the power of both technology and employee experience metrics to deliver real-time visibility, insights, and recommendations to enable better, faster decisions that enhance digital agility.

For more information: www.scalable.com or info@scalable.com

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