# Modality
### systems

# POSITIVE, SUSTAINABLE CHANGE THROUGH **USER EXPERIENCE SERVICES**

Driving adoption and utilisation of your Microsoft communications & collaboration investments

## UNDERSTAND, ENGAGE AND TRANSFORM

Modality Systems places people at the heart of technology-facilitated change - breaking down the cultural barriers that threaten a project's success.

Tailored to your specific business objectives and unique operating environment, our User Experience Services drive rapid acceptance, engagement and widespread utilisation of your Microsoft communications & collaboration investments.

By engaging users early, gaining an understanding of their roles and pinpointing their needs, we can demonstrate value and help develop a culture of acceptance before a single piece of technology is deployed.

Knowledge transfer and adoption programmes ensure post-deployment success; through a variety of customisable services that empower users with the skills and understanding needed to make the most of the technology, and build a positive foundation for further growth.

It doesn't stop there. We provide a range of services to optimise utilisation beyond the initial go-live period. Outsourced 'How do I...?' helpdesk support, utilisation monitoring and targeted 'go-back' refresh training - all supported by Modality Systems own instant message-based applications - delivers a comprehensive programme of services to drive maximum value from your investment.

## DELIVERING BUSINESS VALUE

### ENGAGE
Users early in your technology facilitated change programme.

### UNDERSTAND
Individual user profiles, unique operating environments and wider business goals.

### DEMONSTRATE
The day-to-day value of Microsoft's communications & collaboration tools to your users.

### ELIMINATE
Technical barriers and user inertia and encourage a positive culture of acceptance.

### MAXIMISE
Microsoft communications & collaboration investments with rapid and continuous adoption.

User Experience Services from Modality Systems deliver positive and lasting business outcomes - by putting people at the heart of change.
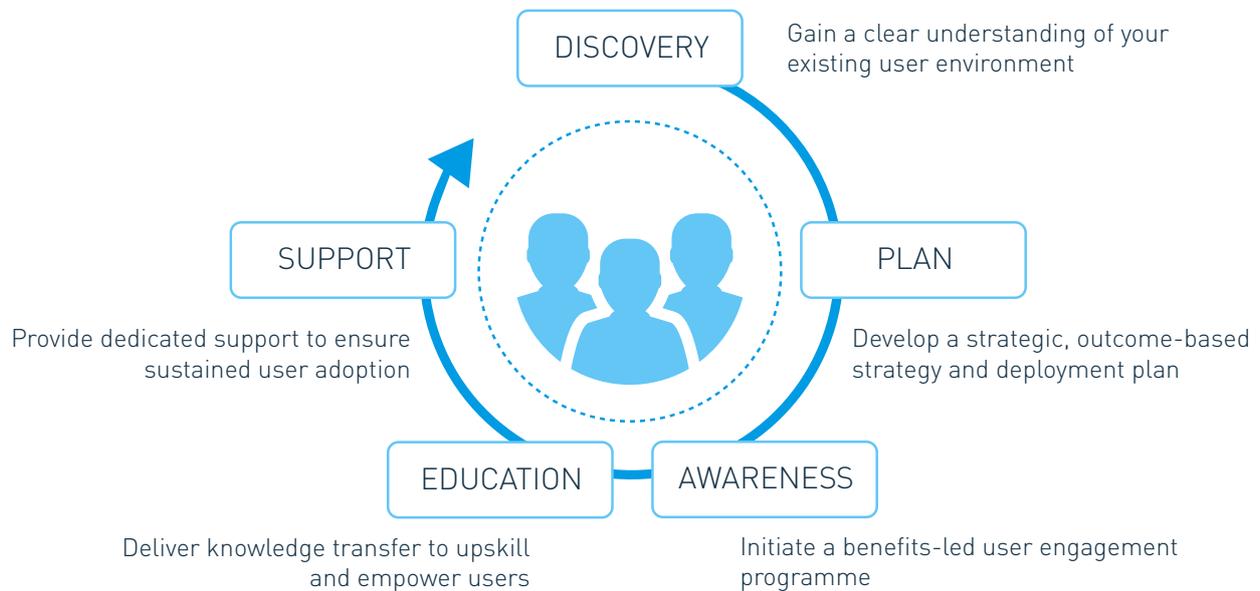
## MANAGING THE COMPLETE DEPLOYMENT LIFECYCLE

Modality Systems User Experience Services follow a proven lifecycle approach, supporting technology facilitated change from discovery, through planning and awareness to education and support. Each programme is fully tailored to the individual needs of your business and users.

## DRIVING CHANGE, REALISING BUSINESS OUTCOMES

Modality Systems User Experience Services deliver the right technologies to the right people, and make sure they are empowered to use them.

Not only does this increase speed to value of your Microsoft communications & collaboration investments, it enhances team performance and drives sustainable change across your business.

**DISCOVERY** — Gain a clear understanding of your existing user environment

**PLAN** — Develop a strategic, outcome-based strategy and deployment plan

**AWARENESS** — Initiate a benefits-led user engagement programme

**EDUCATION** — Deliver knowledge transfer to upskill and empower users

**SUPPORT** — Provide dedicated support to ensure sustained user adoption

## TYPICAL SERVICES INCLUDE:

- Pilot test plans and user feedback studies
- User awareness and engagement campaign
- Knowledge transfer webinars and instructor led training
- Hands on desk side support
- 'How do I..?' helpdesk support
- Performance and utilisation monitoring
- Go-back programmes