

eGroup Enabling Technologies Roadmap for Embracing Teams: Addressing Resistance & Preparation for a Seamless Integration

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
May 2023	EDU	Higher-Ed	6,000 employees	Transition to Teams Preparation	Teams Voice, Teams Chat/Collaboration, OCM	eGroup Enabling Technologies	Auburn University	N/A
CHALLENGE	SOLUTION			OUTCOMES		TEAM		
<p>Auburn University was interested in our Organizational Change Management Services. They were in the midst of Teams Voice deployments and did not have the tactical approach to education to inform end users. Their team was looking to emphasize that the project is not just about replacing phones, but about redefining modern work and collaboration at the University. They expressed their desire to challenge assumptions, learn from best practices, and align with institutional initiatives.</p> <p>Our team emphasized the importance of preparing for resistance and emotional responses to the transition to Teams, suggesting a strategy that includes acknowledging concerns, documenting, and deciding on forward actions. This approach aims to facilitate smoother adoption and integration of Teams as a modern work tool.</p>	<p>The overarching goal is to create a seamless transition to Microsoft Teams for all users, with a focus on strategy, and efficiency, while minimizing fear and resistance to change.</p> <p>eGroup Enabling Technologies' OCM experts suggested leveraging internal communications to align the Microsoft Teams adoption project with ongoing institutional efforts, aiming to redefine what modern works means for Auburn University.</p> <p>This approach seeks to integrate the project into broader campus initiatives and messaging with the aim to assist Auburn University in developing a strategy rooted in core values and defined processes, aligned with their success criteria. The approach is flexible, iterative, & focused on minimizing distractions to achieve project objectives.</p>			<p>While the Auburn University team lacked the experience of dealing with this level of change and education for end users across campus. eGroup Enabling Technologies will assist with the large leap to conduct this transition through a three-phase approach: strategic, tactical, & communication.</p> <p>In collaboration with Auburn, we will implement a structured approach to adopt Teams Voice capabilities across buildings. This includes reviewing, consulting on, and enhancing existing user enablement plans for the transition.</p>		<p>Account Executive, EDU Stephanee Stephens</p> <p>Technical Specialist Amy Bandy-Taylor</p> <p>Security CTO/Field CISO - EDU Corey Lee</p> <p>Partner Chris Genazzio, Account Executive</p> <p>Contractual Value -A5 Licensing for 6,000 users (already purchased) -Rolling Teams Voice as part of the A5 step-up</p>		