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Empowering Forefront Dermatology: Streamlining O365 Transition with Strategic Organizational Change Management Planning

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
May 2024	SMC	Healthcare	3,000 employees	OCM Approach for Comfortability	M365 & Teams	eGroup Enabling Technologies	Forefront Dermatology	N/A

CHALLENGE

Forefront Dermatology is embarking on a significant technology transformation involving the adoption of M365 and Teams. With 230 locations, the challenge is to ensure that both corporate and clinical sites are well-acquainted with the new technology.

SOLUTION

eGroup Enabling Technologies proposed that Forefront Dermatology collaborate with their Organizational Change Management (OCM) team to ensure a successful user adoption experience. The project aimed to evaluate the current user experience and identify key personas within the organization to align their role-based workflows with the suitable M365 applications. Furthermore, the initiative was designed to offer Organizational Change Management strategies and guidance to ensure a smooth and successful transition.

OUTCOMES

The project successfully enhanced Forefront Dermatology's user enablement strategy for their transition to M365 tools, achieving three key outcomes:
- Developed a comprehensive timeline and roadmap to guide the project team through a seamless transition to M365 tools.
- Designed targeted communications and training programs tailored to user personas, ensuring alignment with the strategic OCM roadmap and tool rollout recommendations.
- Provided support and guidance to the team, facilitating self-deployment and user enablement throughout the transition process.

The OCM team provided them with all of the essentials to ensure a smooth transition to M365, with a strong focus on strategy, efficiency, and minimizing resistance to change.

TEAM

Account Executive
Patrick Anderson

Partner
Kevin Radigan, Account Executive

Contractual Value
-Full usage of all licenses ensuring future renewals