



USER ADOPTION

TAILORED ADOPTION JOURNEYS FOR MICROSOFT 365 & COPILOT

Every successful mission starts with a clear trajectory. With the Experts Inside User Adoption Framework, you equip your team with the right tools to embrace change, explore new ways of working, and unlock the full potential of Microsoft 365 and Copilot.

Our modular approach works like a mission plan:

- Begin from where you are today
- Select the boosters that fit your needs
- Achieve a stable orbit with measurable adoption



Assessment

Pre-Flight Check – Understanding the Starting Point

Identify pain points and opportunities

- User Adoption Assessment & Retrospective
- Analysis of tools & Copilot potential
- Interviews with key stakeholders
- Documentation of results



Initialization

Launch Pad – Building Structure & Governance

Establish a solid foundation

- Build the core team and define the vision
- Design Thinking workshop including Copilot
- Licensing model & ways of working
- Governance for Modern Workplace / Power Platform



Discovery / Awareness

Ignition – Spark Curiosity and Build Trust

Generate excitement and confidence

- Townhalls, info portal, prompt inventory
- Communication on ethics & security
- Share success stories
- Launch a champions community
- Onboard pilot departments
- PoC group with Copilot training



Productivity

Orbit Stabilization – Multiply What Works

Strengthen skills and productivity

- Use case-based training for M365 apps & services
- Tech Talks in the Copilot Studio
- Deep Dive Agent trainings to learn how to build your own
- Hackathons & automation workshops



Mastery

Deep Space Exploration – From Usage to Innovation

Enable innovation

- Graph connectors, plugins, Copilot Studio
- Power Platform training
- Citizen developer enablement & scaling
- Enablement & handover

ADDITIONAL MODULES (BOOSTERS)



Training

Crew Training:
Advanced and refresher courses for sustainable skills

Variable costs



Communication

Mission Comms:
Email and teaser templates, plus content for the champions community

3.000 CHF/EUR



Agents

AI Crew Support:
Training on Microsoft standard agents and guidance for creating your own agents

4.000 CHF/EUR



Info Portal

Mission Control:
Bilingual M365 portal as a central knowledge hub – not a replacement for the intranet

4.000 CHF/EUR



Champions

Launch the champions community: promo materials, kickoff, and support during the first 3 months

10.000 CHF/EUR



Ready to get started?

Get in touch and we'll plan your adoption journey together.



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