

💡 skills workflow

Change Management and System Adoption

Rita Mensurado co-CEO
rita@skillsworkflow.com

Vasco Mensurado Head of Sales
vasco@skillsworkflow.com

Hello,

There are 5 project updates and 12 tasks planned for today.
Also 4 days until your holidays!

PROJECTS SPOTLIGHT

Most recent and delayed. Want to view all?



HP Elite New Year
Today



California Dreams
13 Jan 2019



Supreme Eyewear
05 Aug 2019



Paint & Ink
06 Jul 2019



Monika Derfflinger
11 Dec 2019



Starbucks Spring
27 Jul 2019



Sukhbirpal Dhalan
24 Jan 2019

Agenda

Optimize every corner of your agency

- 1 **Deployment & Support Methodology**
 - 2 **ADKAR Change Management Approach**
 - 3 **Harness the System to boost Adoption**
 - 4 **The importance of Integrations**
 - 5 **Measuring Engagement**
- 

1. Deployment & Support Methodology

Multiple Deployment Models

Project Planning, Discovery Phase, Onsite Support

Deployment Gantt: milestones, responsibilities

Discovery and GAP Analysis

Practice training sessions with Agency Data

Process flow charts and Workflow diagrams

Activation Campaign for Go-Live

Onsite PGL Support: One-on-One Sessions

Help Center with Videos and Articles

Confusion? Despair?! Deployments are so messy... All our deployments have a 0% casualty rate. Maybe, we have been lucky. We call it methodology. We hope that we'll keep on preserving life at our clients after deploying.



Best in Class Consultancy

Our consultants and support are loved by our clients

Proven methods and Processes

All major Languages (Product & Support)

24/7 Support Structure

Experienced team in Complex Rollouts

SOX / SOC / GDPR Compliant

SLA grants top response speed

Dedicated Account Manager

Bi-weekly status meetings



Vanessa

Regional Manager LATAM

It's all fun and games
until you mess with
Vanessa while she is dealing
with a client...

”



Loti

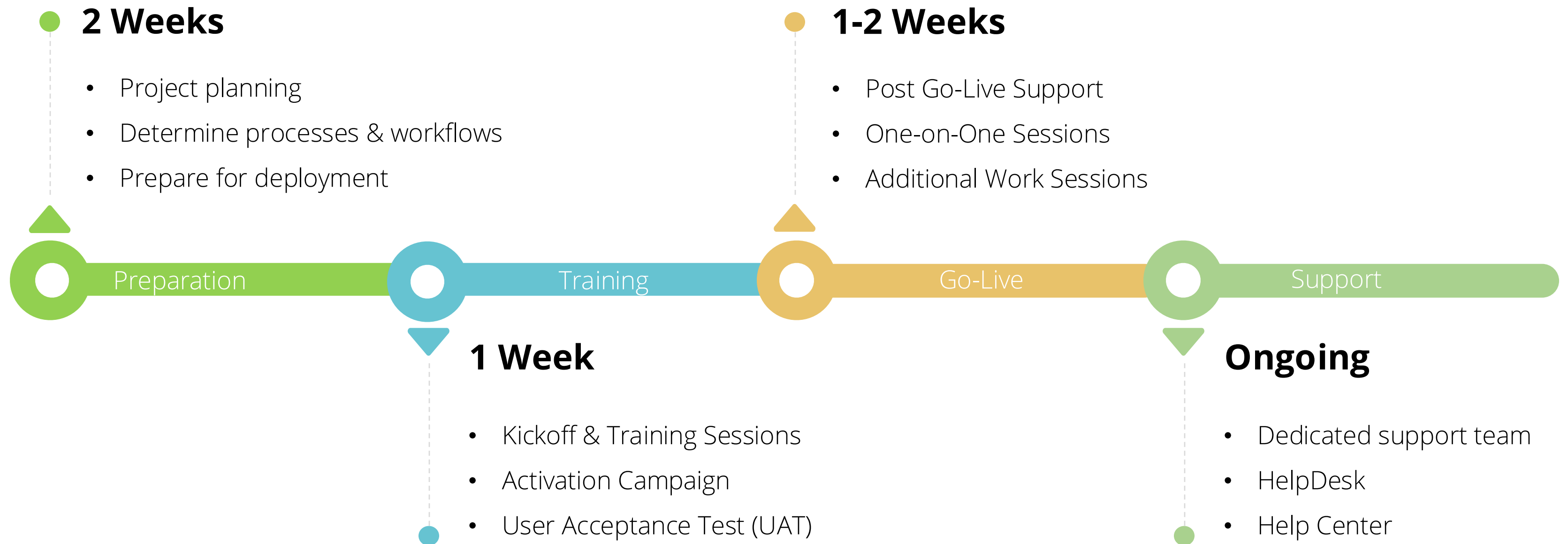
Project Manager APAC

When Loti is not doing Project
Management, she could do more
Project Management.

”

Deployment Activities

Standard Timeline (~200 users)



Support via Ticketing System

Resources available 24/7, speaking local language

Support team available 24/7 under SLA

Local support speaking local Language

Doubts, issues, enhancements tickets logged

Chat, Notifications, Approvals

Report and Dashboards Online

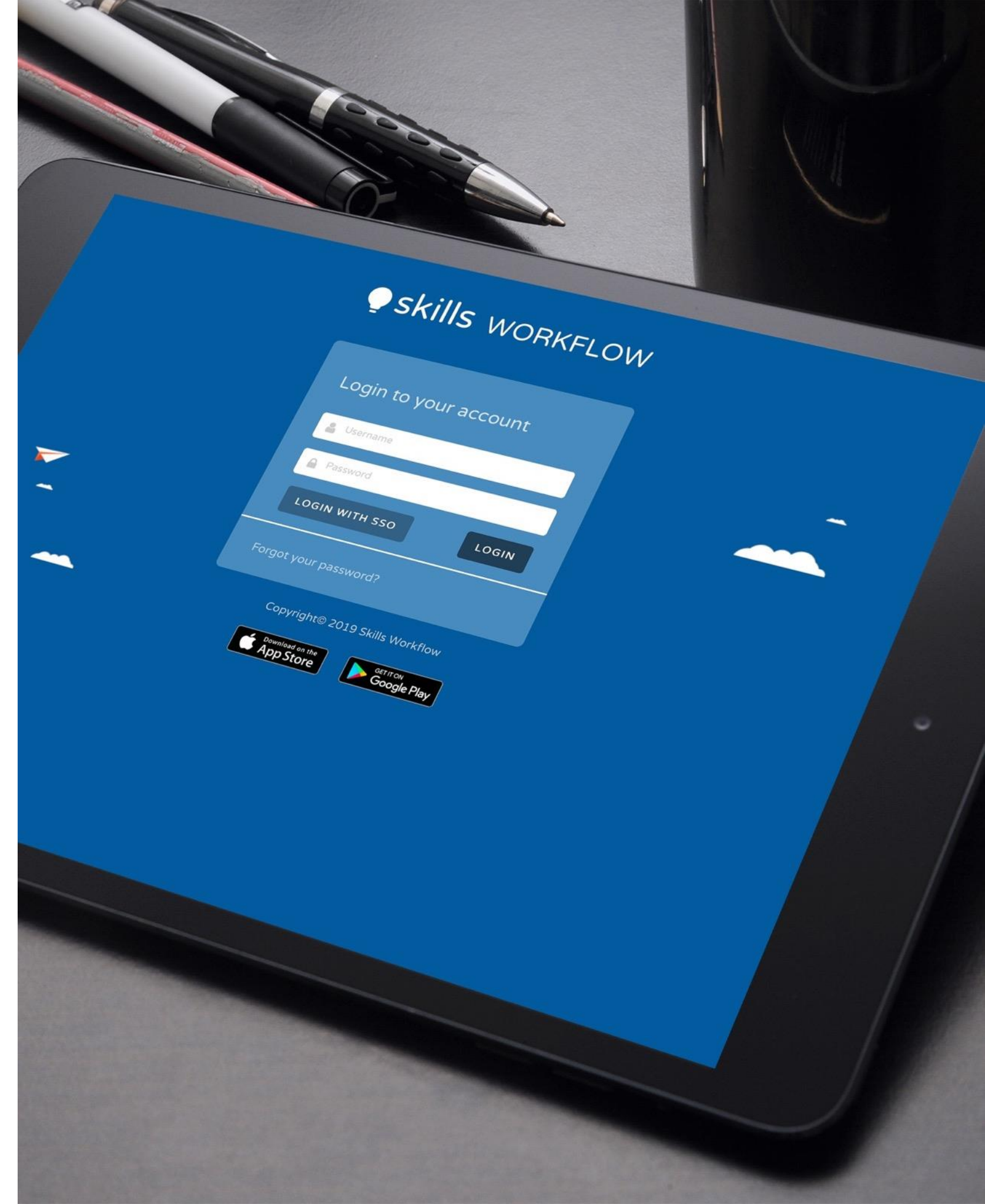
Online Help Center available to everyone

Change Requests and UAT's (SOX)

We know everyone at the agency: Partners, Security,
Infrastructure...

When something to be addressed we know who to talk to

Always online to fulfill your every need: 24/7, local, either chatting or issuing tickets, following up on requests, you name it.



Testimonials

What clients say about us



Publicis Worldwide

"We implemented other systems before, but none had the package of a good product with a very good team behind it. The attention they showed us, the flexibility, it felt like we have been working together for much longer. Thank you."



Goodby, Silverstein & Partners

"Making the experience of using Skills Workflow aligned with our brand identity is something we were looking forward too. Now it's here and it's just awesome."



IPG Interpublic

"Your team did an excellent job during the roll out of the Asia Pacific region. It was a tough assignment, with many countries coming online in a short period of time, all on time. Well done."



McCann Worldgroup

"That project you rolled out for us in Latam, all these countries, no-one else could have done this"

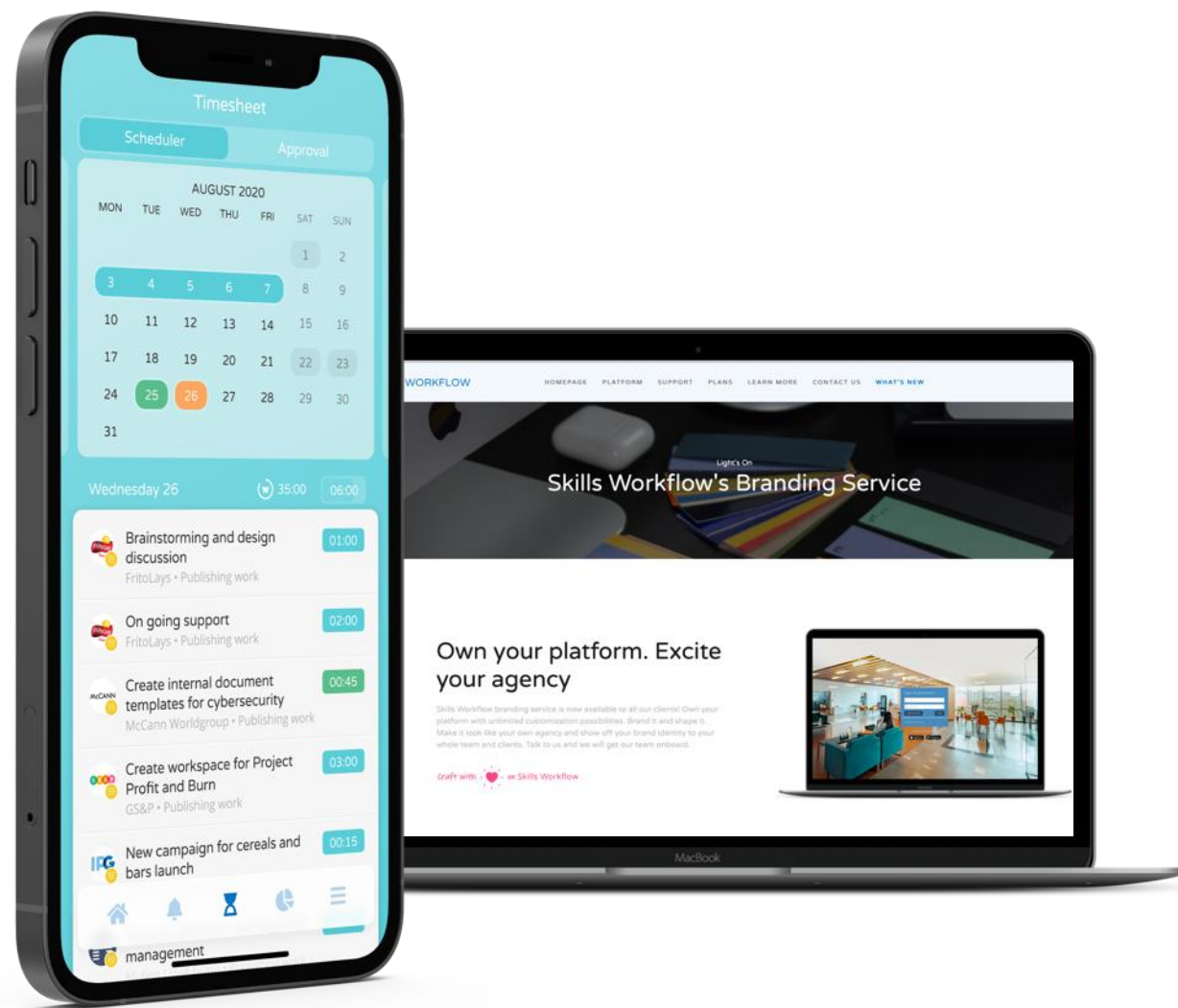


2. Adkar Change Management Approach

A person wearing a blue button-down shirt is holding a red notebook with a pixelated logo, a green pen, and several colored pencils. The background is a blurred blue and green pattern.

ADKAR Change Management Approach

Ensure that all your employees adapt to the new ways of working



1

Awareness - Communicate need for change

Communicate benefits and risks of not adopting Skills through presentations, workshops, etc. tailored to different stakeholders groups.

2

Desire – Foster desire for change

Address employee concerns, answer questions and highlight positive impacts. Share success stories, provide incentives, and involve key influencers.

3

Knowledge – Provide comprehensive training

Provide resources to help employees gain the necessary knowledge to use Skills effectively, including hands-on training sessions, webinars, user guides...

4

Ability – Support application of new knowledge

Support employees in applying newly acquired skills by offering ongoing assistance via a dedicated helpdesk, change champions, regular check-ins.

5

Reinforcement – Consult adoption reports

Reinforce the change by reiterating benefits, celebrating successes, rewarding early adopters, and implementing improvements based on user feedback.

Required Collaboration & Support

Key efforts required from various stakeholder groups

1

Executive Sponsorship

Communicate importance of change, allocate necessary resources

2

People Managers Support

Help address concerns or resistance from their teams

3

Change Champions

Advocate the project, share success stories, provide peer support

4

Cross-Functional Collaboration

Encourage collaboration between different departments, teams

5

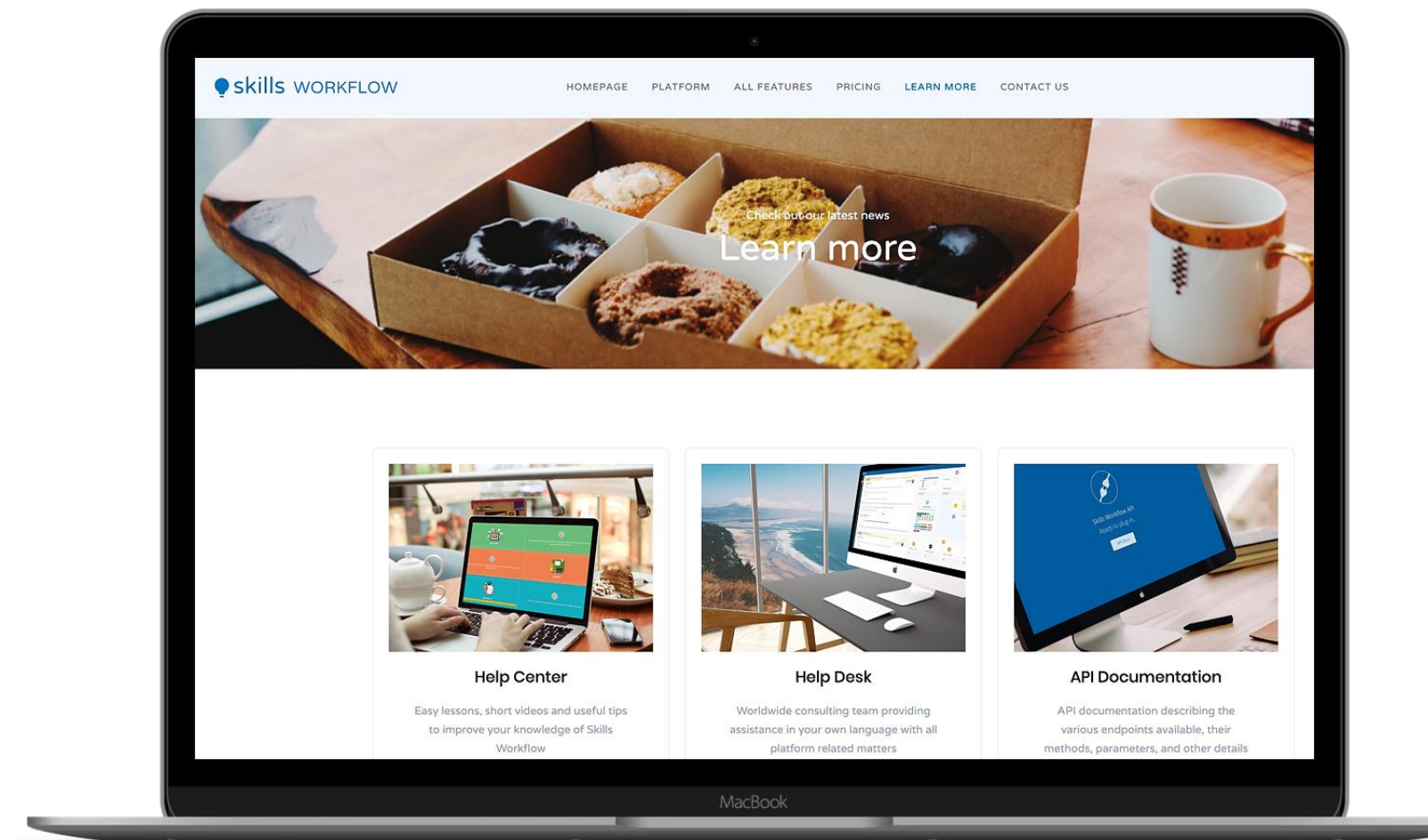
End-User Involvement

By gathering their feedback, addressing concerns, training them

6

IT Support

Troubleshoot and handle technical aspects of the implementation



Communication Plan

Ensure all stakeholders are informed and engaged

Communication objectives

Create awareness about the need for change and Skills' benefits. Address concerns and build desire to adopt new system. Reinforce change.

Target Audiences

Middle management / People Managers, Change champions, End-users, IT department, Cross-functional teams.

Key Messages

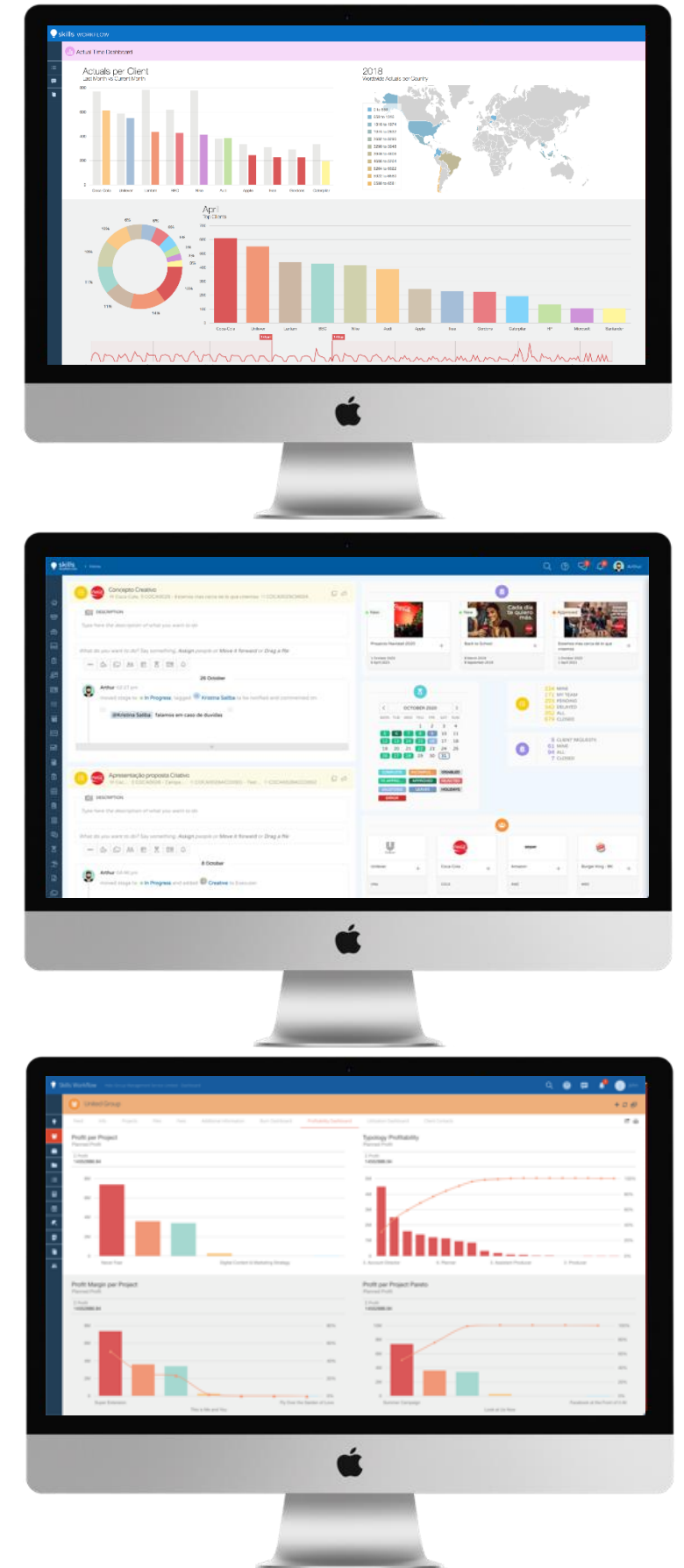
Rationale behind the change and alignment with organizational goals. Skills benefits for individuals, teams, and the organization as a whole. Implementation timeline and milestones. Available resources for employees during the transition.

Communication Channels

Email updates and progress reports. **Dedicated portal** with resources, FAQs, and user guides. **Information sessions** for different stakeholder groups. **Interactive sessions** to address concerns and provide hands-on training. **Feedback Surveys** for everyone to share thoughts and concerns.

Communication Schedule

Pre-implementation: Introduce the change initiative, communicate the rationale, share the timeline. **During Implementation:** Provide regular progress updates, offer training, address concerns. **Post-implementation:** Share success stories, gather feedback, reinforce change.

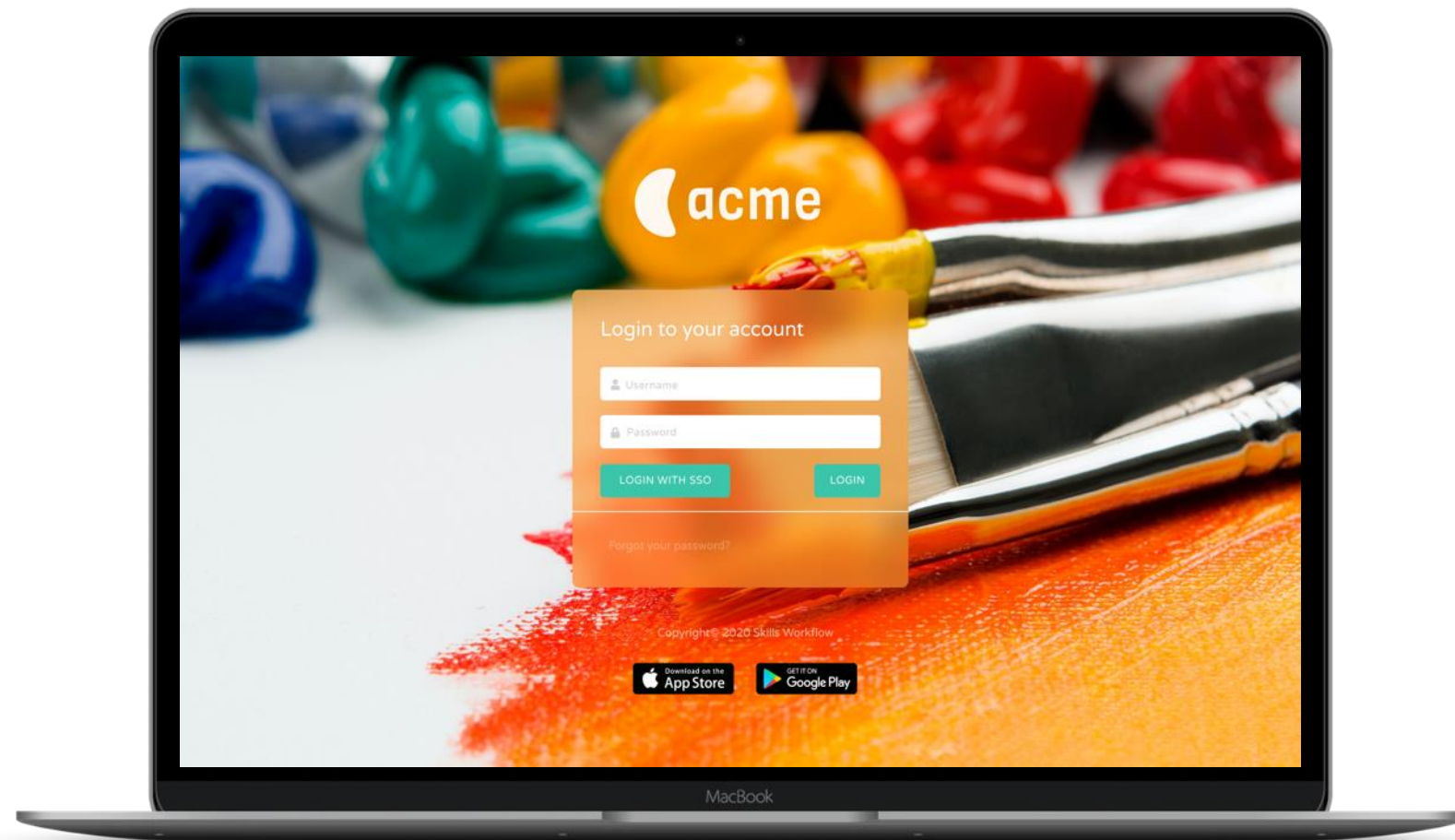


A close-up, shallow depth-of-field photograph of a person's hand holding a smartphone. The hand is positioned on the right side of the frame. The person is wearing a silver-toned metal-link wristwatch with a white face and a dark blue long-sleeved shirt. In the background, a laptop is open on the left, a small potted plant sits in front of it, and a brown and white insulated cup is in the center. The overall scene suggests a professional or office environment.

3. Harness the System to boost Adoption

Branding

Connecting people to the system



Company Logo

Company's Colors

Login with entry image for Company

Terminology of Company

Horizontal integration with other Company's Sites

Your brand all over the place. A platform that looks like your company and feels like your company. The company's culture projected to everyone: staff, suppliers, clients. On the computers, phones and watches.

Timesheet Blocking Mechanism

Improving accuracy and enforcing deadlines

Time must be entered daily or weekly

Company or individual tolerance (in days) is defined

Automatic notifications on Timesheet Delays

Blocking mechanism actioned when tolerance is over

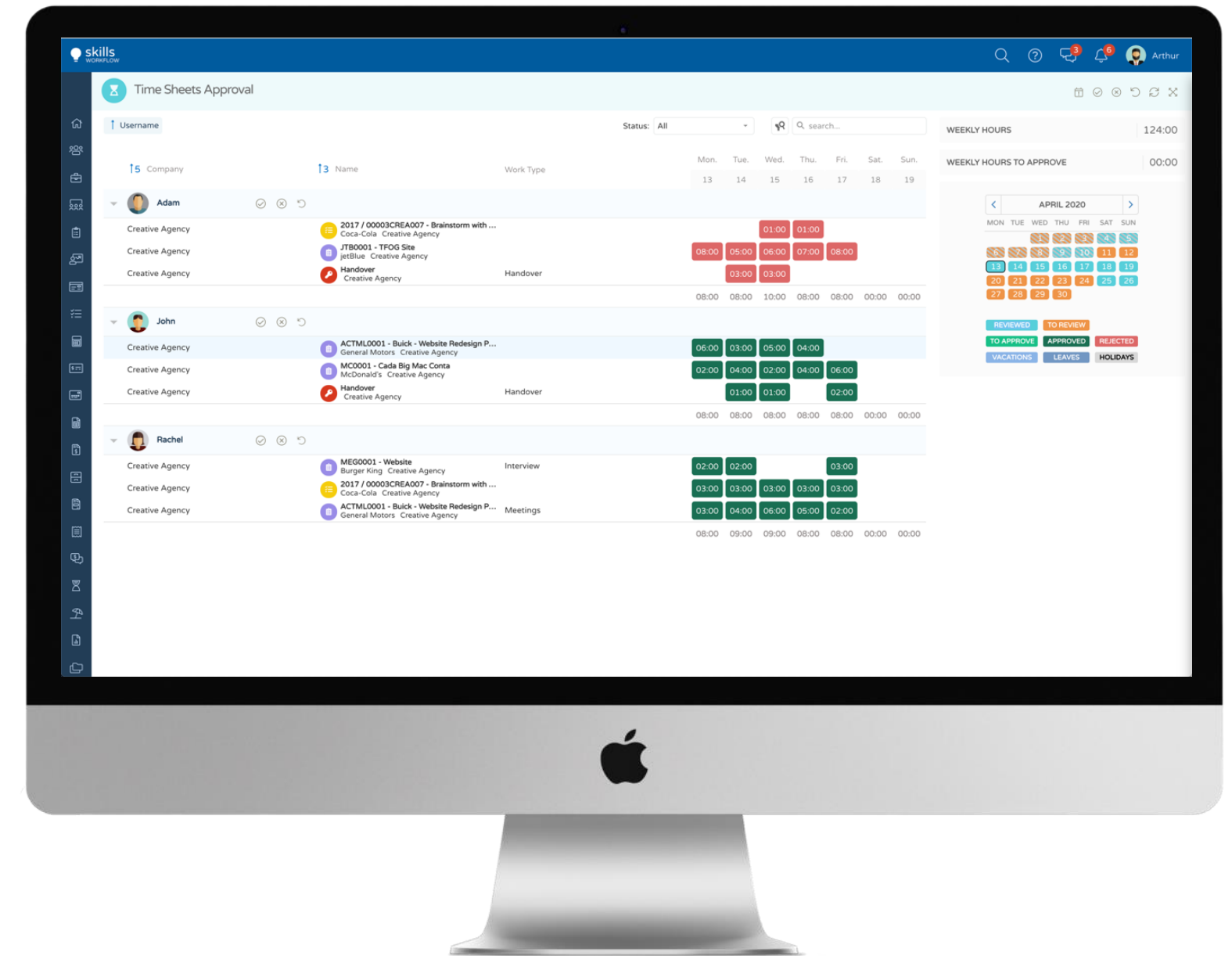
Stops all activities until Timesheets are complete

Blocking can be added to email & other tools

Blocking can be applied to Time Approvals as well

Customisable Reports & Dashboards on Timesheets

Why do people need to key in their time manually? Every time they comment, upload files, move the workflow, timesheet is automatically created for them. Artificial Intelligence on the benefit of Timesheet entry...



Client Access Overview

Elevate Client-Agency Collaboration and foster Adoption

The Future

The future of long status emails and meetings is inviting the client into the agency management tool to collaborate.

Unlimited Client Users

Create unlimited client accounts and choose exactly what should be shared with each client user. With granular user permissions, access is provided without sharing any sensitive information.

Client Views

Clients have their own login to live dashboards where they can access all their data in real-time. The system provides tools and features for the Client's needs, as part of the standard Platform.

Custom Client Portals

For each client, we can design a unique experience integrated with the agency processes.



4. The Importance of Integrations

select target_date, target_time, server_time, cpu_index, cpu, device			
target_date	target_time	server_time	cpu_index
2016-12-26	02:29:30	1482737402	2
2016-12-26	02:32:29	1482737582	1
2016-12-26	02:32:29	1482737582	2
2016-12-26	02:35:29	1482737762	1
2016-12-26	02:35:29	1482737762	2
2016-12-26	02:38:29	1482737942	1
2016-12-26	02:38:29	1482737942	2
2016-12-26	02:41:30	1482738123	1
2016-12-26	02:41:30	1482738123	2
2016-12-26	02:41:30	1482738302	1
2016-12-26	02:44:29	1482738302	2
2016-12-26	02:44:29	1482738482	1

Benefits of an Integrated Platform

Skills Workflow has Direct Impact on the Pain Points

1

Reduce Communication Overhead

By centralizing information or knowledge in a shared system

2

Understand Project Costs

By connecting time and project execution at-a-glance

3

Improve Team Engagement

By focusing individual's work on big picture

4

Organization Efficiency

By adding total control, setting culture and automating processes

5

Deliver Products on Time, Every Time

By avoiding surprises with warnings on priorities, overbook, etc.

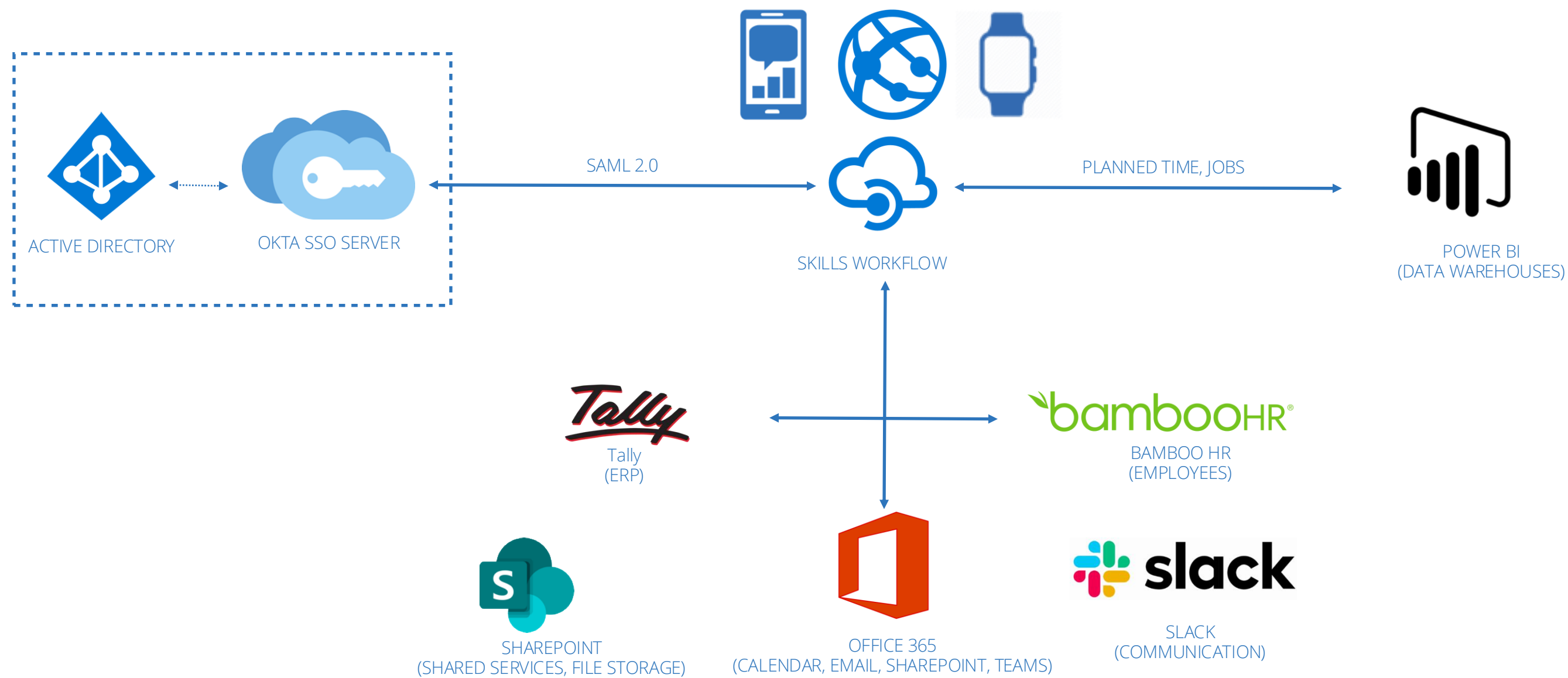
6

Eliminate duplication of work

Remove duplicated data entry, eliminate errors, improve accuracy

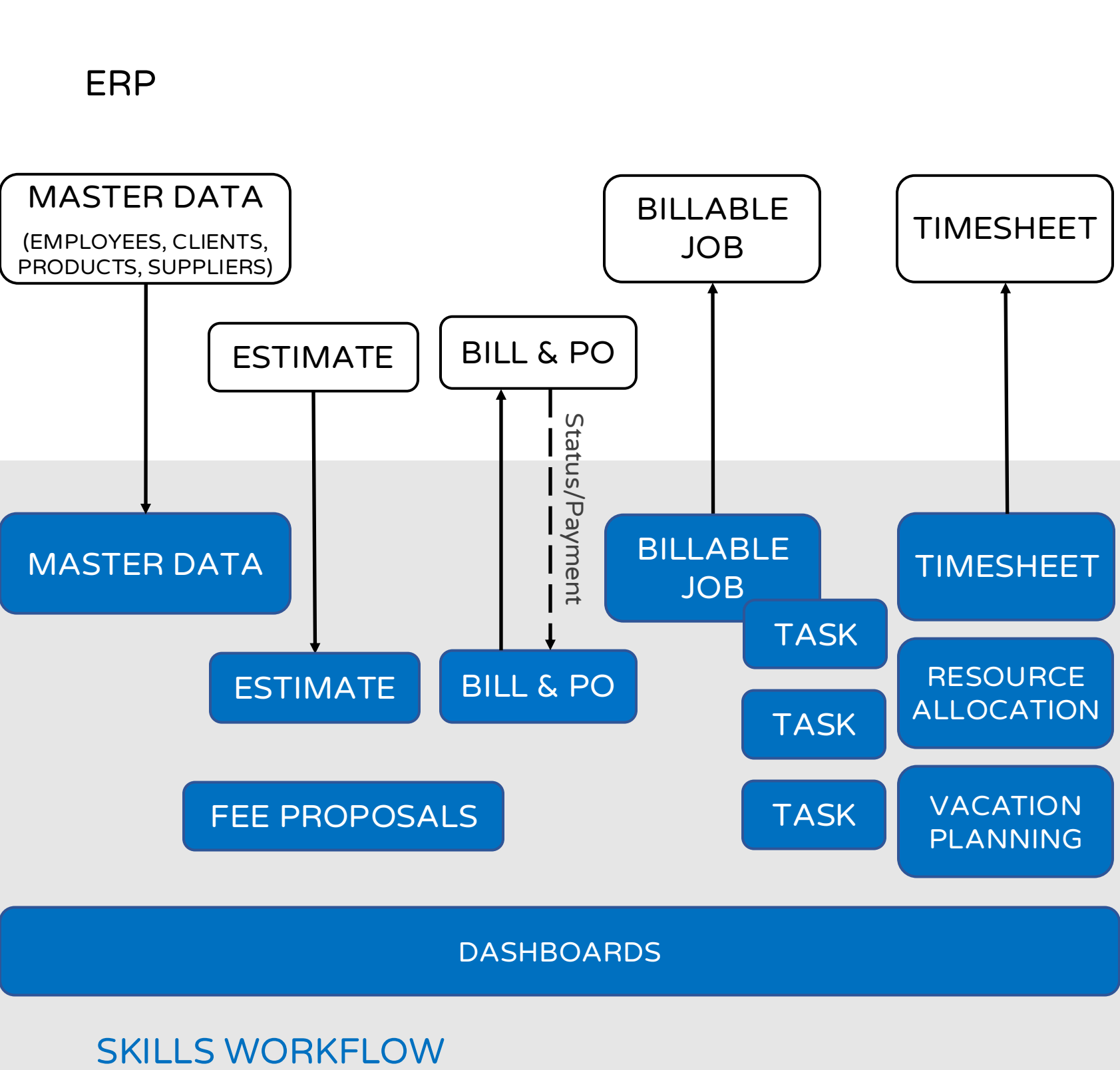
Tools Landscape Example

ERP, Timesheet, Leaves, Expenses, Attendance, Dashboards, HR



ERP Integration Example

Content Shared with ERP



- 1 ERP Addresses Control
- 2 Centralized Time, Billable Jobs and Estimates in ERP
- 3 ERP as Source of Reporting
- 4 Manage Projects with Dashboards
- 5 Plan Resources Capacity and Use
- 6 Automate Processes with Workflows
- 7 Communicate, Chat and Get Notified

5. Measuring Engagement



Company engagement is driven by individual engagement

Thank You!

Rita Mensurado co-CEO
rita@skillsworkflow.com

Vasco Mensurado Head of Sales
vasco@skillsworkflow.com

