

## What to do when Microsoft ends Support for Office

IT managers face many challenges with the pending forced migration from XP and 2003 to the newer supported Windows and Office versions.

These challenges include not only completing the technical implementation quickly and within budget, but also supporting employees post-migration. Both the business and employees expect a smooth transition; they expect the new software to be easy-to-use and questions solved quickly, all without any disturbance to their workflow.

How are you going to make this happen?



**John Towsley**

Co-Founder  
Thought Rock

# Fact

**78%** of CIO Magazine Survey respondents said they were “**afraid**” of their upcoming **Microsoft Office migration\***

# Top 5 Migration Hazards

1. Increased Helpdesk Call Volume
2. Lost Employee Productivity
3. Frustrated Employees
4. Do Nothing to Support Employees
5. Do the Wrong Thing

**“IDC Reports that information workers spend more than 20% of their time searching for information\*”**

# The Possibilities

## Opportunity for IT to Drive

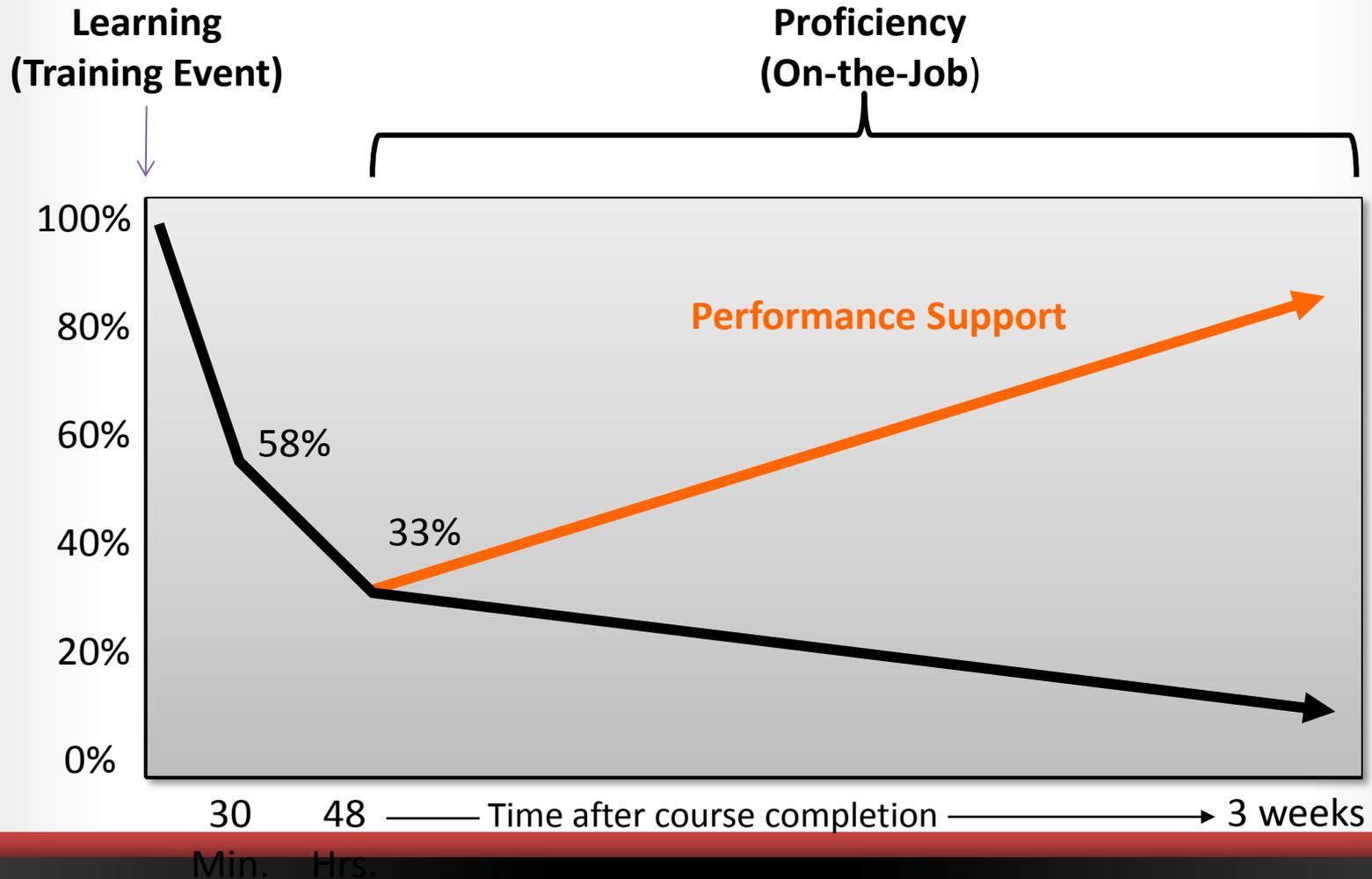
Cost Savings	<ul style="list-style-type: none"><li>• Helpdesk call volume &amp; duration</li></ul>	<ul style="list-style-type: none"><li>• \$80k - \$100k cost reduction per 1,000 employees per year*</li></ul>
Employee Productivity	<ul style="list-style-type: none"><li>• Standardize Daily Business Scenarios<ul style="list-style-type: none"><li>• Team communication</li><li>• Virtual meetings</li><li>• Document collaboration</li><li>• And many others</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Gain of 20,000 – 30,000 hours per 1000 employees per year**</li></ul>
Employee Satisfaction	<ul style="list-style-type: none"><li>• Properly supported employees are happier and more productive</li></ul>	<ul style="list-style-type: none"><li>• Research shows a nearly 2x return on satisfied employees***</li></ul>

\*based on 12 calls/employee/year, \$24/call, 15% volume reduction, 10% duration reduction, 5% repeat call reduction

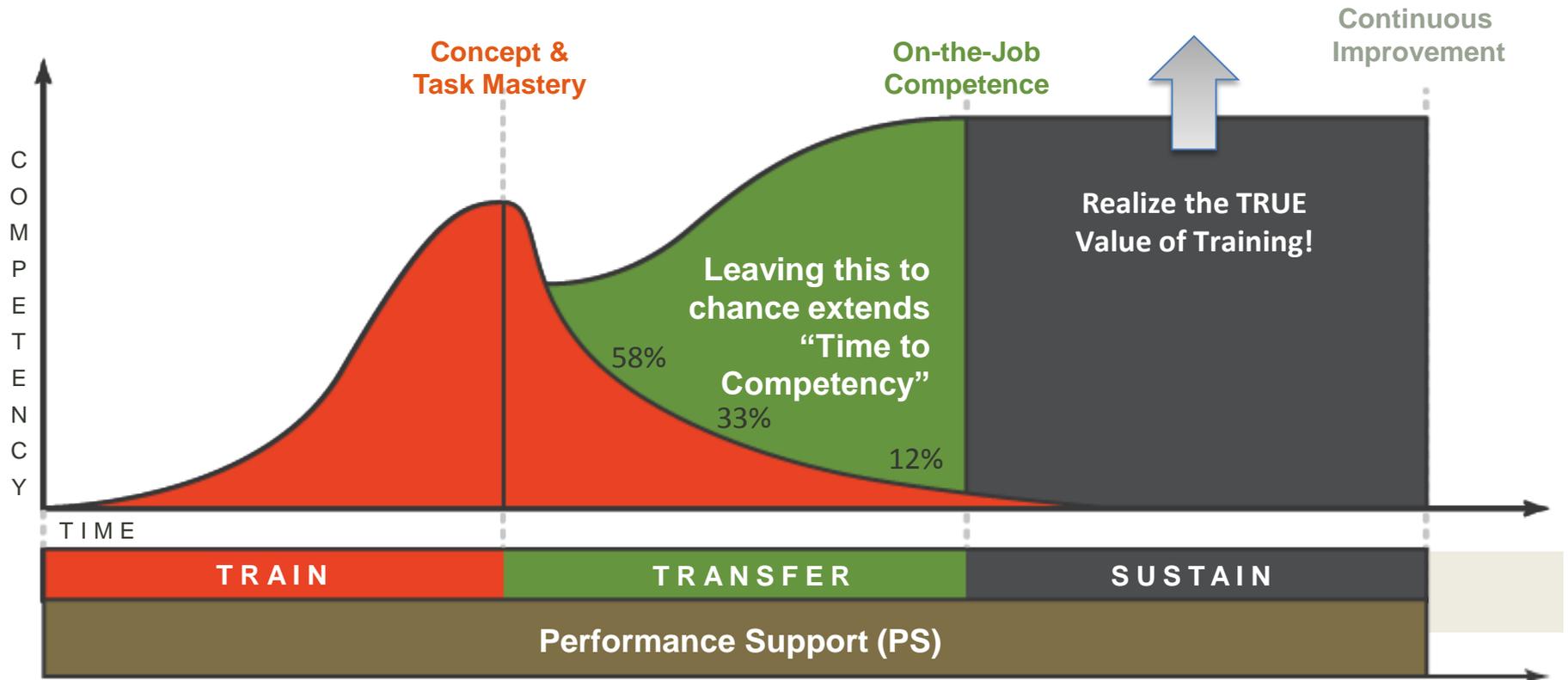
\*\*based on 5 minute time savings/employee/workday

\*\*\*[http://choosepeople.com/roi\\_happy\\_employees](http://choosepeople.com/roi_happy_employees)

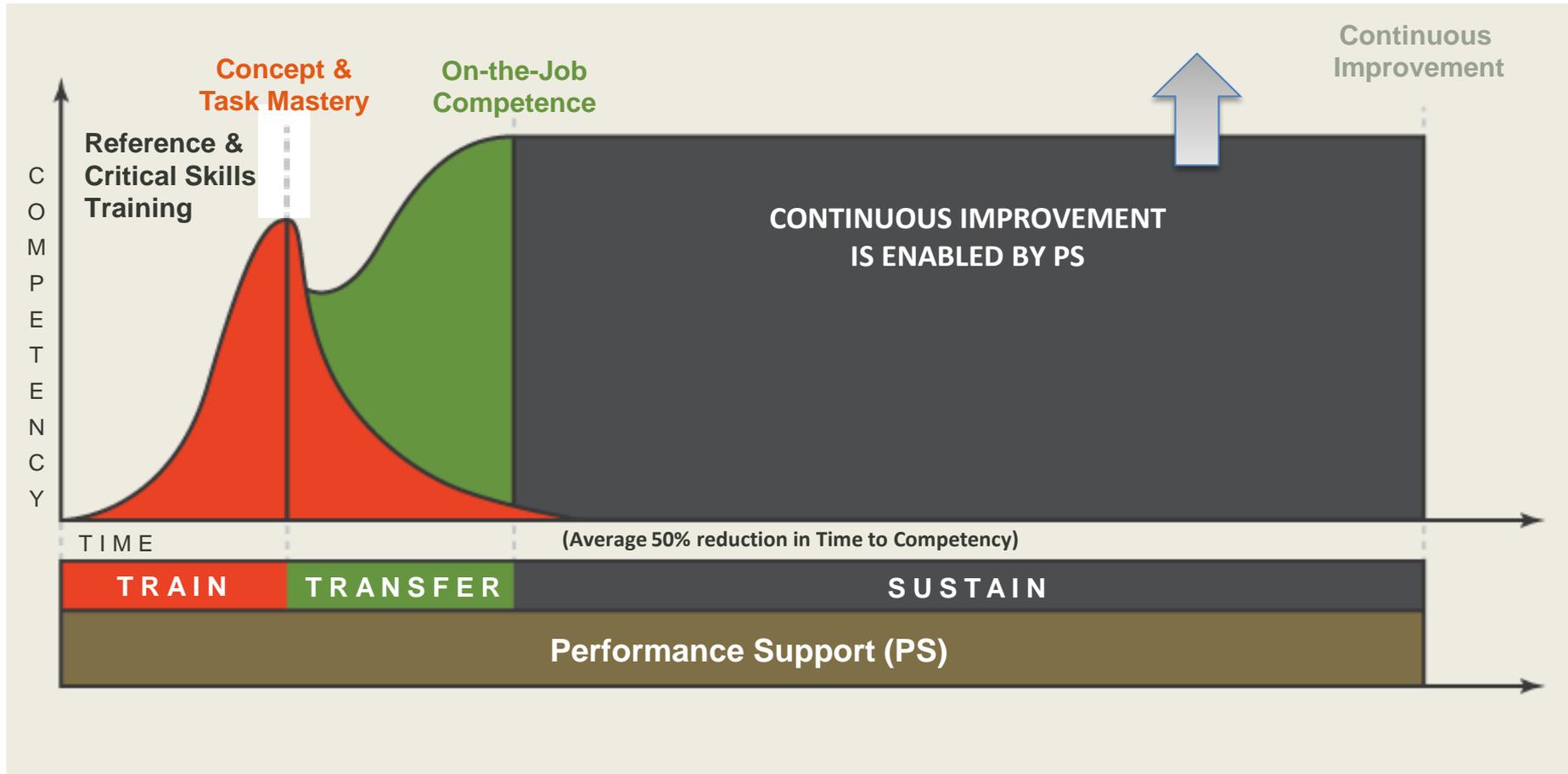
# The Truth About Knowledge Retention



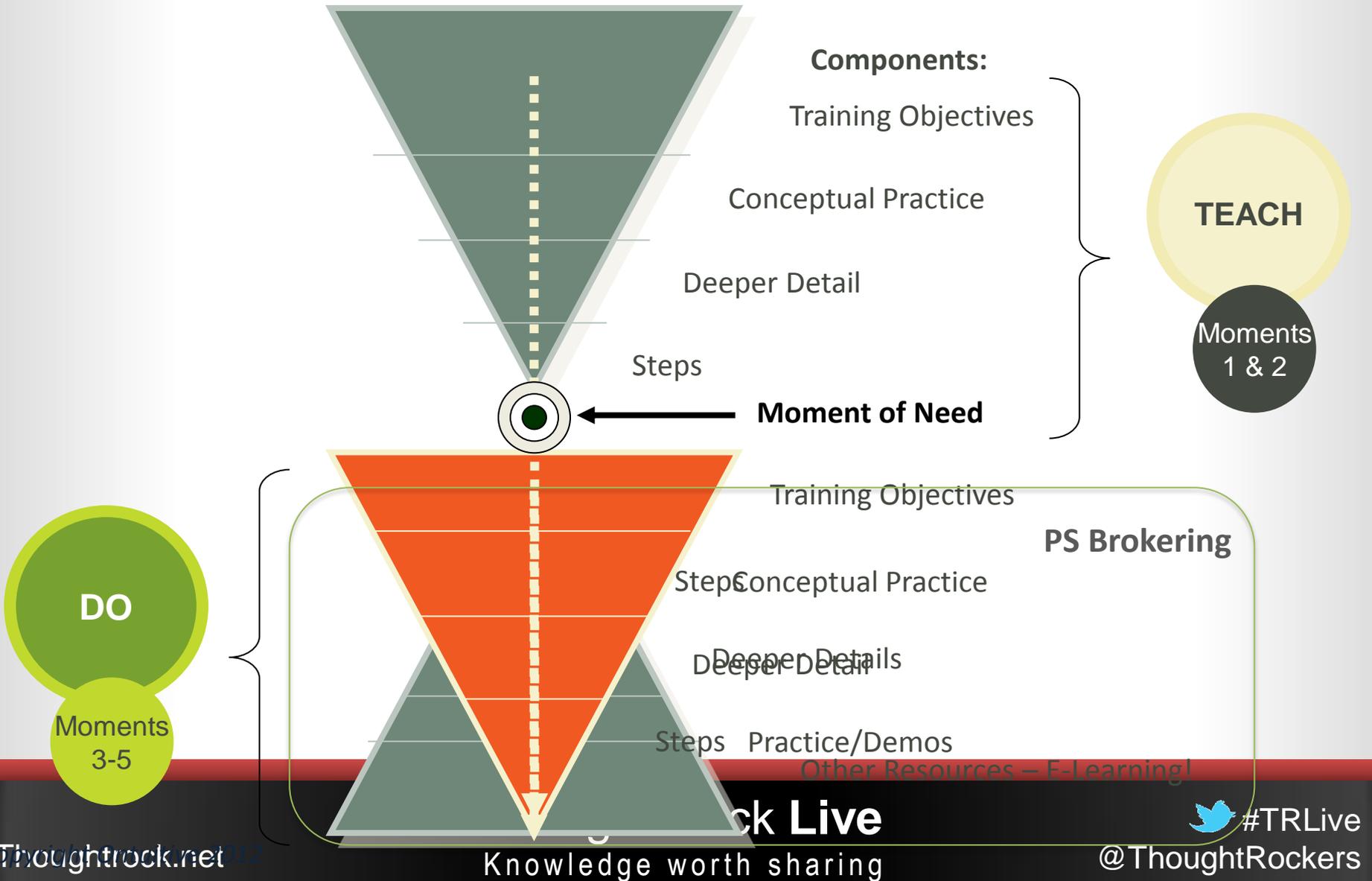
# Employee Competency in a Dynamic Work Environment



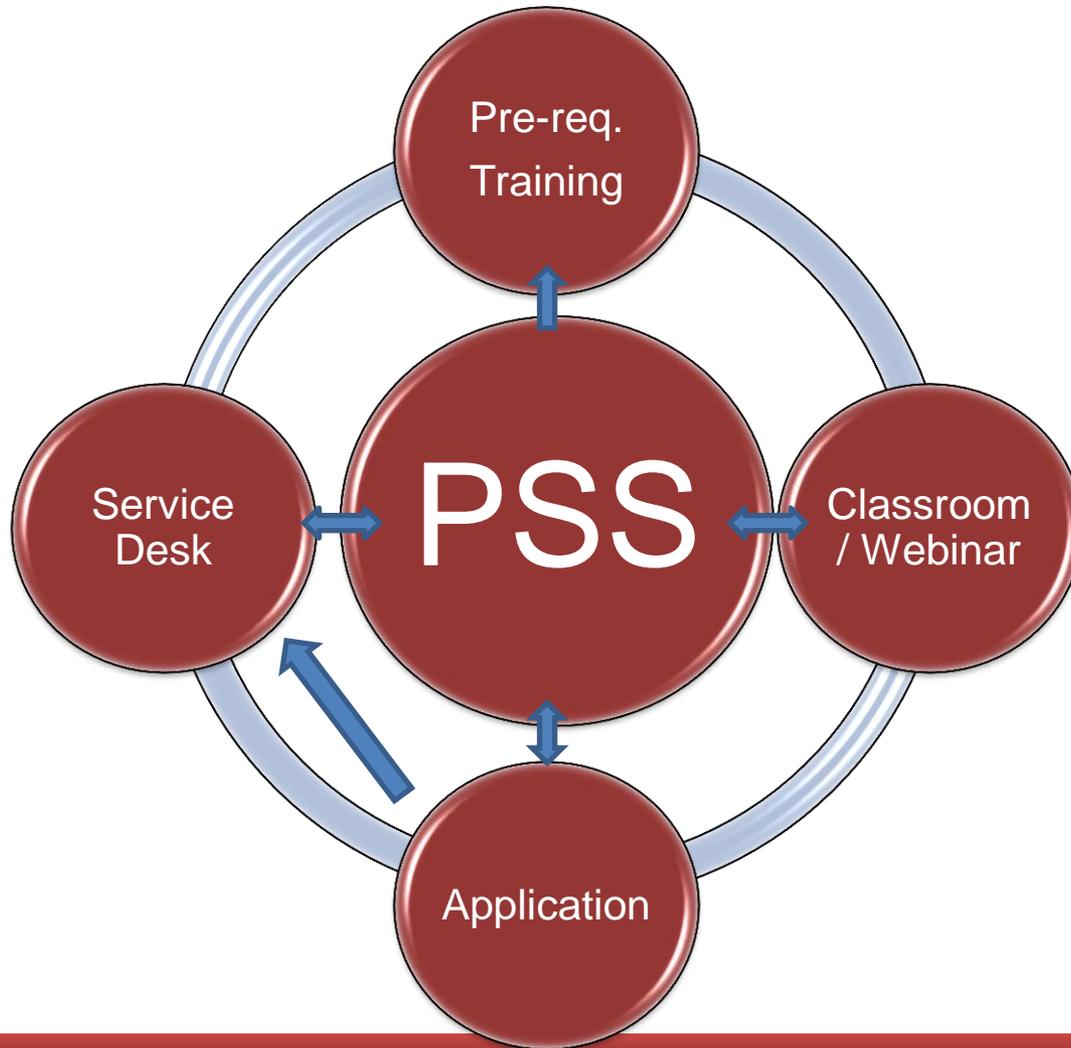
# Employee Competency in a Dynamic Work Environment



# Why Training Doesn't Work

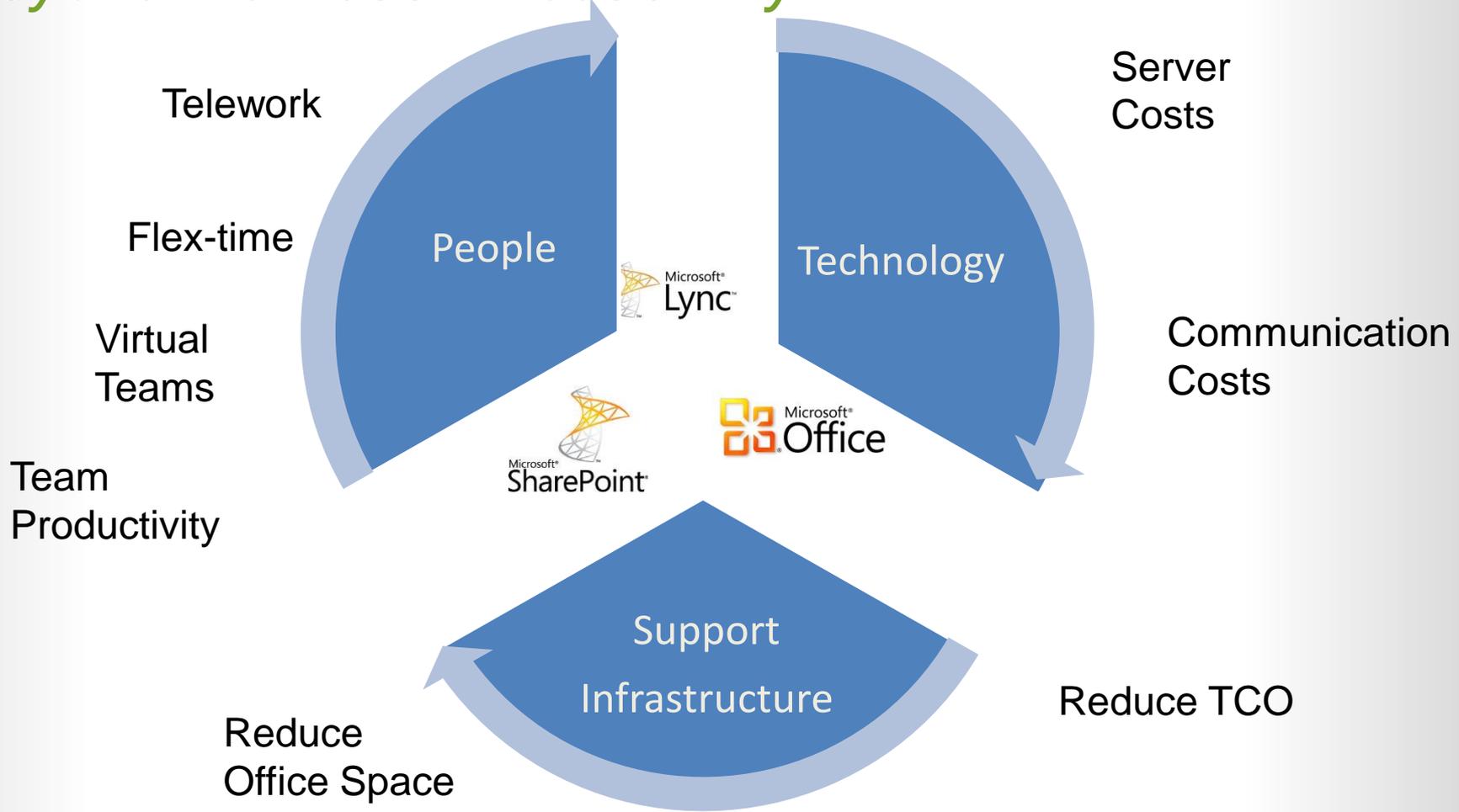


# Performance Support



# The New Way of Work

## *Beyond Individual Productivity*



Travel costs

**Thought Rock Live**  
Knowledge worth sharing

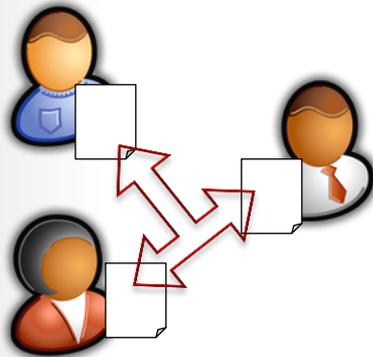
 #TRLive

@ThoughtRockers

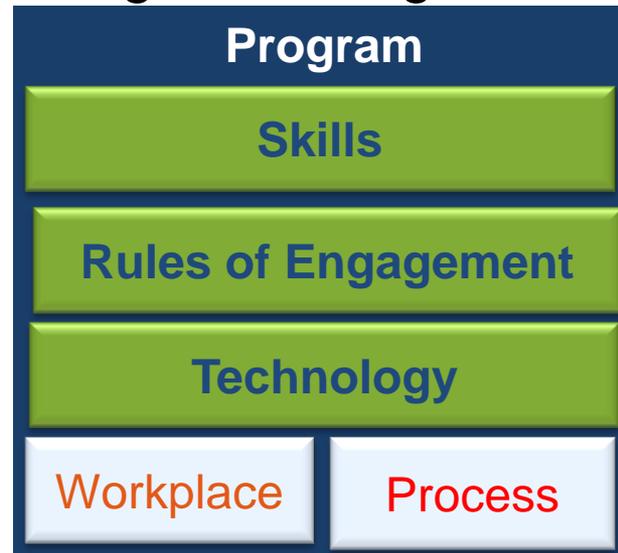
# Business Scenarios

A **scenario** is a description of a future way of performing an everyday activity; and,

A **persona** is an **archetype** that describes an **almost real-life person** and how he/she goes through scenarios.



Current Activity



Scenario



# Case Example



# PS ROI for Helpdesk

## *Global Systems Integrator Case Study*

### **Background**

Global Systems Integrator

13,500 employees

Supported by single IT helpdesk

### **Business Challenges**

Onboard 1,000+ end users and helpdesk staff every year

Frequent launch of new applications and system upgrades

Rapidly increasing helpdesk costs due to increased call volume/duration

### **PS Solution**

Ontuitive for Microsoft Office 2010

Ontuitive for SharePoint

eSigns for Helpdesk Operations

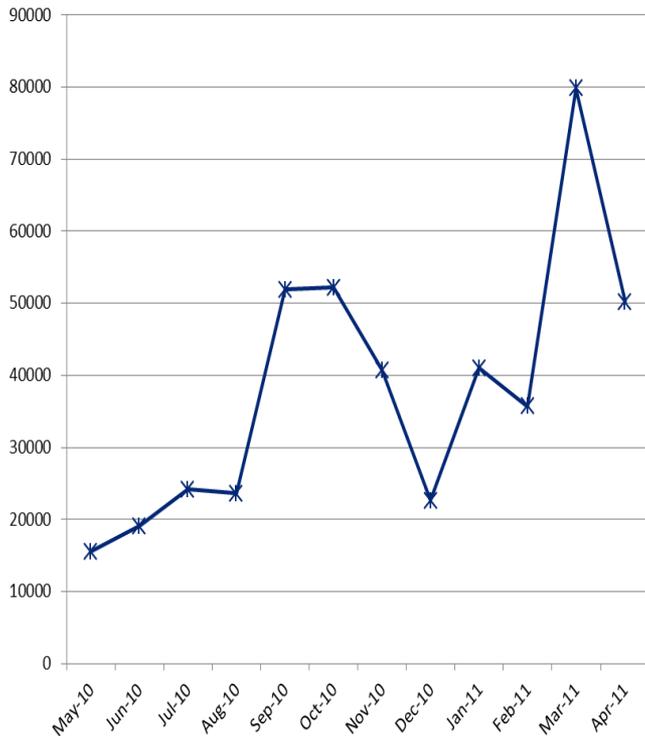
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Knowledge worth sharing

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# PS ROI for Helpdesk – *Case Study*



## LGS usage statistics:

- Monthly average “hits” ~ 50,000
- Peak ~ 80,000 “hits”

## Sample Results

- Year-over-year reduction in call volume by 12.5% (10k+) while on-boarding 500+ new employees
- Call durations for “standard” call types reduced significantly (but not specifically measured)
- Office 2010 rollout training resources reduced from 10 FTE to 2 FTE
- Office 2010 rollout end user classroom time reduced by three hours per employee
- Nominated internally for Innovative IT award

## Calculated Savings

- Call center:  $10,000 \times \$40 \times 12 = \$4.8\text{M}$  per year
- Office 2010: training FTE = \$650,000
- Office 2010: end user productivity ~ \$2M

# Thank You

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## Q&A



**Thank You For Attending The Webcast!**

**Please take a moment to answer the quick survey after you exit the webcast. Your feedback is extremely valuable to us.**

**We'd Love To Hear From You!**

**Phone:** 1.877.581.3942

**Email:** [Info@ThoughtRock.com](mailto:Info@ThoughtRock.com)

