

Consulting and Adoption Services



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The Help You Need and Results You Want

You've decided that Microsoft® Office Live Meeting and InterCall's integrated Reservationless-PlusSM conferencing are the right solutions for your department or company to improve remote communication and reduce travel time and budgets. The next step is encouraging adoption so you can actually realize your return on investment. With everything else you have going on, how can you find the time to promote the new services, communicate the benefits, demonstrate business value, train users and measure your success? InterCall has partnered with Corvent to offer Consulting and Adoption Services so you get the help you need and the results you want.

Free Your Time to Focus on What Matters Most

Corvent, a professional services company dedicated to the collaboration industry, has developed proven adoption methodologies which result in vibrant and sustained adoption of collaborative tools. When Corvent handles the implementation of your web and audio conferencing services, you receive a detailed project plan that takes your department, line of business or enterprise through the entire cycle—from working with early adopters to in-depth training sessions for all users to making it an everyday business practice.

A Corvent specialist, along with your InterCall account team, help you successfully conduct an organized deployment of Live Meeting and Reservationless-Plus conferencing. With a customized implementation plan, Corvent works with you to:

- + Identify key team members and executives who will play an integral role in the process.
- + Develop a project plan and clear, measurable success metrics so the implementation stays on track.
- + Conduct on-site and virtual training sessions tailored to achieving your business goals.
- + Customize promotional materials including marketing collateral, internal advertisements, user guides and informational web sites.
- + Provide reports to continually measure adoption, usage and ROI.
- + Deliver a final project report with quantitative and qualitative metrics relevant to the stated objectives, as well as an assessment of the impact of and recommendations for driving wider adoption in the organization.

Achieve Your Goals

If you are ready to roll out Live Meeting and Reservationless-Plus but don't know where to begin, Corvent's experts can help you get the job done. Their team of specialists ensures that the process is tailored to your objectives, involves the right people, provides comprehensive training and delivers positive results. So why wait? You can start increasing productivity while saving time and money with assistance from an experienced team you can depend on.

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AAP/EOE

ADOPTION PHASES AND FEATURES

The table below outlines each step of the adoption process.

Assessment and Planning	
Identify and motivate executive sponsors	Executive sponsorship of the implementation is secured to increase awareness of the initiative's importance, drive individuals to action and support the change management associated with new process.
Define success metrics	Clear, measurable objectives for the adoption program are established.
Assess technical readiness	A review of the technical readiness is conducted to ensure that no technical barriers are present and the internal customer resources for user account administration are identified.
Assess cultural readiness	Participant interviews are conducted to identify potential cultural barriers to end-user adoption and to design a process to overcome the barriers.
Identify participants	The target group of participants for the adoption program is identified.
Develop marketing communications plan	A multi-drop marketing communications campaign to motivate users to attend training and use the products is designed. Other elements such as posters, door-signs and pocket guides may also be incorporated.
Customize registration and information site	A training participant management system (Corvent's Attendee Metrics Platform) is created with customer branding to manage training self-registration for live and recorded training sessions.
Build final training and support plan	The final plan, including all customized elements, is developed and documented as part of a Project Charter.
Produce Project Charter signed by all key stakeholders	Prior to launch, all stakeholders review and sign the Project Charter, ensuring that all parties understand and accept the scope of the project.
Awareness, Training and Coaching	
Execute marketing communications plan	The campaign to drive awareness of the business value of the solutions and motivate targeted individuals to register for training is launched.
Kick-off event	To ensure a positive first experience, online kickoff events are conducted, led by the sponsor, to highlight the business value of the solution, illustrate executive sponsorship and drive individuals to training,
Live online training	Live training sessions are delivered leveraging training content from a range of business-focused training modules designed to provide product use and business application understanding to participants.
1:1 coaching	Private one-on-one coaching sessions are delivered to select individuals to provide additional skills and confidence with the solutions.
On-demand training	A number of short how-to on-demand modules are available throughout the project for clarification or as a refresher.
Execute feedback loops (surveys)	Participant surveys are conducted to obtain qualitative data needed to assess the effectiveness and business impact of the project.
Execute usage tracking and reporting	Participant usage data is extracted to measure and track each participant's usage of the collaborative solutions.

On-going user support	Email and phone support for participants, as well as help with individual meetings, is provided throughout the project.
Reports	
Produce Adoption Report with business metrics and recommendations for subsequent activities	Summary of the project with quantitative and qualitative metrics relevant to the specific project objectives. The report will also include Corvent's assessment of the impact of wider adoption in the organization as well as recommendations for driving such adoption.

Web Conferencing Adoption Solution Packages

Departmental Solution

Designed for specific departments interested in incorporating the use of Microsoft Live Meeting within their existing business processes. The solution consists of:

- + Customized project and communication plans based on department needs.
- + Eight hours of consulting with a senior Corvent consultant.
- + Planning and production for one department-wide kick-off event.
- + Approximately 20 live training deliveries via Microsoft Live Meeting selected from nine training modules.
- + Approximately 15 confidence building coaching sessions between individual participants and a Corvent trainer.

Line of Business Solution

Designed for lines of business or organizations interested in driving sustained use of Microsoft Live Meeting across their organization and to incorporate the solution in existing business processes where immediate business returns can be achieved. The solution consists of:

- + Customized project communication plans based on organizational goals.
- + 24 hours of consulting with one or more senior Corvent consultants.
- + Planning and production for three targeted kickoff events.
- + Approximately 40 live training deliveries via Microsoft Live Meeting selected from nine training modules.
- + Approximately 40 confidence building coaching sessions between individual participants and a Corvent trainer.

Enterprise Adoption Solution

Designed for an enterprise-wide rollout of services across multiple organizations, lines of business or specific departments interested in driving awareness and use of Microsoft Live Meeting within their existing business processes and business communications. The solution consists of:

- 40 hours of consulting with one or more senior Corvent consultants.
- Planning and production for five department-wide kickoff events.
- Approximately 60 live training deliveries via Microsoft Live Meeting selected from nine training modules.
- Approximately 75 confidence building coaching sessions between individual participants and a Corvent trainer.
- Project plan and scope outlined in a statement of work.

Each solution also includes a communications program, measurable success metrics and various training sessions. Programs are customized in the assessment and planning phase based on customer requirements with additional services quoted on a case-by-case basis. The scope of all efforts is provided in a customized statement of work (SOW) for each situation.