

Microsoft Teams and Office 365 Client Case Study – IOP Publishing

Driving Consumption, Productivity and Adoption of Microsoft Teams and Office 365 for their global workforce.

IOP Publishing (IOPP) combines the values of a scholarly society with the technical expertise and efficiency of a substantial global publisher. As part of the scientific community, they work in close collaboration with their authors, readers and customers to ensure that what they do always serves their needs.

During 2019 IOPP embarked on building a modern digital workplace to enable agile working for up to 450 staff across 8 different countries, serving their customers and the research community.

This global business needed to collaborate seamlessly across their sites, anytime, anywhere and on any device and they chose Microsoft Office 365 as their digital workplace platform to enable this.

IOPP are passionate about user experience, their focus was to increase collaboration and teamwork throughout their global workforce.

IOPP's biggest challenges were to prepare the business for a new way of working, train over 450 employees globally in a short space of time and to drive adoption of the new tech, during what was already a large-scale digital transformation change program. For a roll out of this size IOPP quickly realised that they needed to engage with a change and adoption specialist, and they turned to Combined Knowledge to help them in their journey.

Using the Combined Knowledge framework IOPP were able to engage staff early on, creating a wave of excitement through buzz days and awareness campaigns to help them to understand and get ready for the upcoming change.

Combined Knowledge worked closely with IOPP learning about their business culture, aligning a custom training and adoption roadmap to train their staff globally and effectively to maximise return of investment in Office 365.

Phase one was to upskill the service desk team in Office 365 and to develop a unique skills programme for the Champions focusing on Microsoft Teams, Yammer and OneDrive. Combined Knowledge experts helped IOPP to identify when to use what tools and applied real world business scenarios to help resonate with the users,



Steve CEO of Combined Knowledge and Lee of IOPP talking about the successful project at Microsoft Decoded in 2019.

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The on boarding of the Champions was paramount and the key to the IOPP success story, driving the adoption through the business units globally.

IOPP's subsequent challenge was to train the wider audience. Combined Knowledge and their Training+ Office 365 Azure app were able to provide IOPP with cost effective on-demand digital learning on-tap at their precise moment of need, both at their desk and when working remotely. IOPP were able to self-serve using modularised bite size training videos at their fingertips. Office 365 is evergreen and constantly changing. Training+ gave IOPP the ability to keep up to date with the latest Microsoft releases and pull crucial learning whenever they need it.

IOPP built the right team with clear targets, goals and on a medium sized budget. Together with the Combined Knowledge methodology they took the stress out of change!

Within 6 months 85% of the IOPP workforce had successfully adopted Microsoft Teams

IOP Publishing

Culture

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KEY FACTS

85

journals, some owned by IOP Publishing and others published in partnership

41

prestigious societies and research organisations with whom we partner to publish journals, books and other publications

400

staff in eight countries, serving our customers and the research community