

# Customer programme



 **Workspace365**

Everything simplified.

# Ever-evolving digital workplace

Workspace 365 is constantly evolving, and so are the wishes and needs of every organisation. Adapting to the latest technology and market- and customers' needs is a must to stay relevant. By constantly optimising the digital workplace, we can unlock the ultimate digital work focus for employees.

Our customer programme ensures your customers fully embrace the digital workplace, maximising their investment. With a continuous personalised approach, we offer regular sessions, intensive value creation strategies, and access to best practices. This empowers organisations to extract more value from their digital workplace and adapt swiftly to change.

The programme continues as long as customers use Workspace 365. It will adapt to their needs to keep delivering value and simplicity.

# What's in it for you as a partner?

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## Build long-term relationships

By delivering real value, you enhance customer satisfaction, keeping them engaged and loyal over time.



## Faster time-to-value

The programme simplifies onboarding and implementation, so your customers start seeing the benefits of Workspace 365 sooner, ensuring early success.



## Ongoing optimisation

Keep your customers' digital workplaces up-to-date with the latest features, ensuring they continue to get value as their business grows.



## Drive sustainable growth

Happy customers are more likely to expand their use of Workspace 365 and recommend it to others, helping you grow your business.



# Delivering continuous value for your customers



## Expertise and knowledge

Your customers gain access to our specialist knowledge and experience, ensuring their digital workplace is perfectly tailored to their unique needs. Our expertise ensures an optimised, efficient, and personalised experience.



## Maximise the value of licenses

Your customers fully utilise their Workspace 365 license by continuously discovering new possibilities and features that make their digital workplace more effective and aligned with their needs.



## Functional ownership

We empower your customers to take the lead in shaping their digital workplace. Together, we'll keep simplifying processes, boosting productivity, and ensuring their digital workplace actively supports their communication and access needs.



## Support and guidance

Your customers will receive ongoing guidance and support, increasing their chances of success. This continuous support leads to higher employee engagement and optimal use of the digital workplace.



## Continuous optimisation

Customers will benefit from regular check-ins and updates to keep their digital workplace current and aligned with their organisation's work processes and needs.

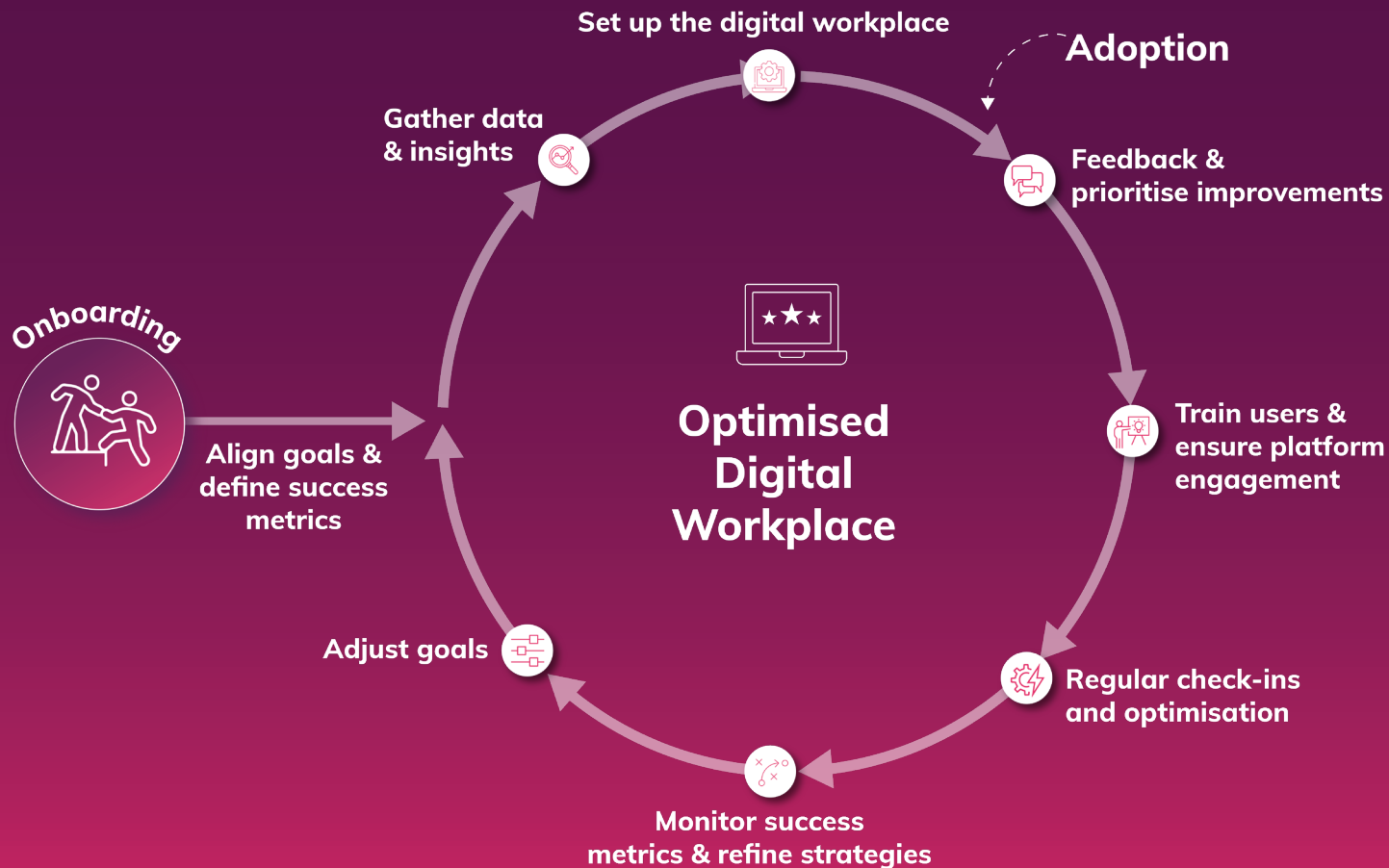


## Simplify the complex

Help your customers navigate their business complexity by offering a digital workplace that evolves with their needs.

# Phases and responsibilities

Our customer programme helps organisations fully embrace their digital workplace by guiding them through key phases. Each phase focuses on activating, adopting, and optimising the workplace to maximise value.



# Phase 1: Activation



## Objective:

Launch the digital workplace and empower the customer to take ownership.



### Customer

- Define personas and integration needs.
- Set up the digital workplace.
- Create a testing, adoption, and communication plan.



### Workspace 365

- Guide setup and ownership.
- Share best practices and process feedback.



### IT Partner

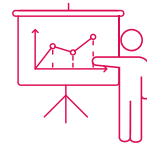
- Handle technical integration (e.g., SharePoint, Single Sign-On).

# Phase 2: Adoption



## Objective:

Ensure full employee adoption and workplace optimisation.



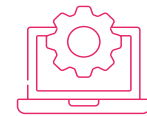
### Customer

- Lead testing, adoption, and go-live.
- Plan meetings and evaluate progress.



### Workspace 365

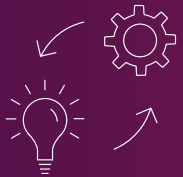
- Provide guidance and share best practices.



### IT Partner

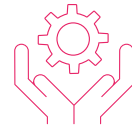
- Support ongoing technical adjustments.

# Phase 3: Ambassador



## Objective:

Maximise workplace value and foster continuous improvement.



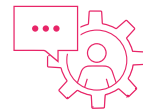
### Customer

- Maintain ownership, evaluate, and optimise.



### Workspace 365

- Share future insights and gather feedback.



### IT Partner

- Ensure continued technical support.

# Your first 12 months

€8.400 - (invoiced before start of the programme\*)



## Complete onboarding

From the moment you begin, you'll receive guidance from our experts.



## Functional knowledge transfer

Essential knowledge transfer to ensure effective implementation.



## Guidance in value creation

Active support to help you realise the value of your digital workplace within your organisation.

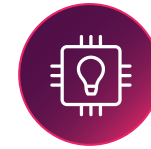


## Quarterly sessions

Regular sessions to monitor and adjust progress with the digital workplace accordingly.

# Follow-up

€200 - per organisation per month\*



## Insight into new developments

Quarterly updates on both past and upcoming platform developments.



## Feature request channel

Direct access to submit feature and change requests.



## Customer events

Priority access to events, offering valuable networking opportunities.



## Workspace 365 Customer Success Manager

Direct access to an assigned Customer Success Manager for targeted support.



## Knowledge sharing

Access to best practices and experiences from other organisations within the industry.

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# Become a Certified Customer Programme Partner

Gain recognition as a trusted partner and empower customers with exceptional service and expertise.



## Certification process:

After successfully implementing three customer programmes with a minimum duration of one year, you qualify for certification.



## Annual recertification

To ensure quality and continuity, we ask you to demonstrate three successful customer programmes annually for recertification.



## Certified team

To ensure programme quality for your customers, we expect at least three team members to be certified.



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[contact@workspace365.net](mailto:contact@workspace365.net) | [workspace365.net](https://workspace365.net)

## **Our Offices**

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### **Netherlands**

+31 30 711 6725

Berencamperweg 6D, Nijkerk  
3861 MC, Netherlands

### **United Kingdom**

+44 161 768 6020

Suite G.04, Colony, One Silk Street  
Ancoats, Manchester, M4 6LZ