CUSTOMER CHALLENGES
In today’s changing world, customers are faced with new challenges related to the software assets that enable Digital Transformation. These include variable consumption options, complexities of bundled offerings, ensuring the utilization and consumption of what has been licensed and measuring the business impact of these efforts.

OUR SOLUTIONS
Presidio EXCITE focuses on the onboarding, activation, and adoption of software solutions so customers can realize the full value of technologies purchased. The Presidio EXCITE program utilizes a set of discovery, communication, training and measurement methodologies to ensure successful software adoption.

CUSTOMER SOFTWARE LIFECYCLE JOURNEY

EVALUATE
Determine vision for Security in relation to the current security posture, chosen framework and identified business outcomes.

EXAMINE
Map solutions in order to validate expectations and create a plan for adoption including specific area playbooks.

COMMUNICATE
Recommend deployment and implementation approach to maximize time to value.

INVOKE
Coordinate resources to ensure you have the information and resources available to deploy and integrate the product portfolio.

TRACK
Measure and report on the impact of how the products are being used against your security posture and framework.

ENABLE
Enable Operations Center and personnel to continue execution of developed playbooks.

SOFTWARE DEFINED INFRASTRUCTURE
DIGITAL WORKSPACES
SECURITY
MULTI-CLOUD

PRESIDIO ILLUMINATE: EXCITE ADOPTION SERVICES

Reducing the gap between software acquisition and the actual business value realized.

PRESIDIO EXCITE SERVICES INCLUDE:
• Interviewing Executive Sponsor and identified stakeholders in the lines of business (IT, Cyber, Marketing, Customer Service, User Communities, Visionaries & Liaisons)
• Understanding existing processes and cultural considerations
• Evaluating and translating critical business drivers and use cases
• Identifying quantifiable Key Performance Indicators
• Becoming aware of technical challenges to adoption
• Creating and delivering a detailed findings document
ADOPTION SERVICES
• Creating an adoption plan that addresses communications, marketing, training, support and measurement
• Creating and customizing email templates, poster templates, flyer templates, quick reference guides and training materials
• Creating Method of Procedure support documentation for the operations team(s)
• Providing train the trainer activities

LIFECYCLE EXECUTION
• Conducting quarterly reviews to measure continued progress against the KPIs
• Recommending plan modifications to improve adoption

"Create and increase the perception that IT is a trusted adviser that can be consulted on technical decisions"
"By 2020, all new entrants and 80% of historical vendors will offer subscription-based business model."
– Gartner

CONNECT WITH US
For more information, please contact us at presidioilluminate@presidio.com
Join the conversation at #PresidioIlluminate

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