

INTRODUCING

TATA COMMUNICATIONS GLOBALRAPIDE

Training & Adoption service

SERVICE & PLATFORM ADOPTION

Challenges faced by enterprises



Limited expertise or tools for platform training

1



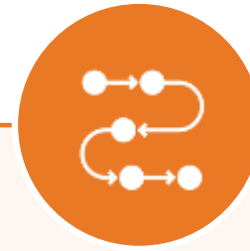
End-user adoption & change management

2



No data driven insights to track progress on skills and outcomes

3

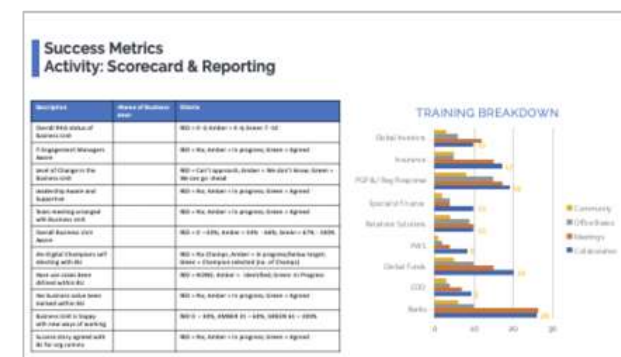


Lack of a single service provider offering end to end UC offerings and Adoption managed services

4

ADOPTION & CHANGE MANAGEMENT

STRATEGIZING, PLANNING, AND ENGAGING FOR OPTIMAL OUTCOMES



DESCRIPTION

Adoption strategy:
deliver Office 365 services to end users

Adoption plan:

Adoption change management activities

Business engagement sessions:
Customer success managers (CSMs)
interactions with end users

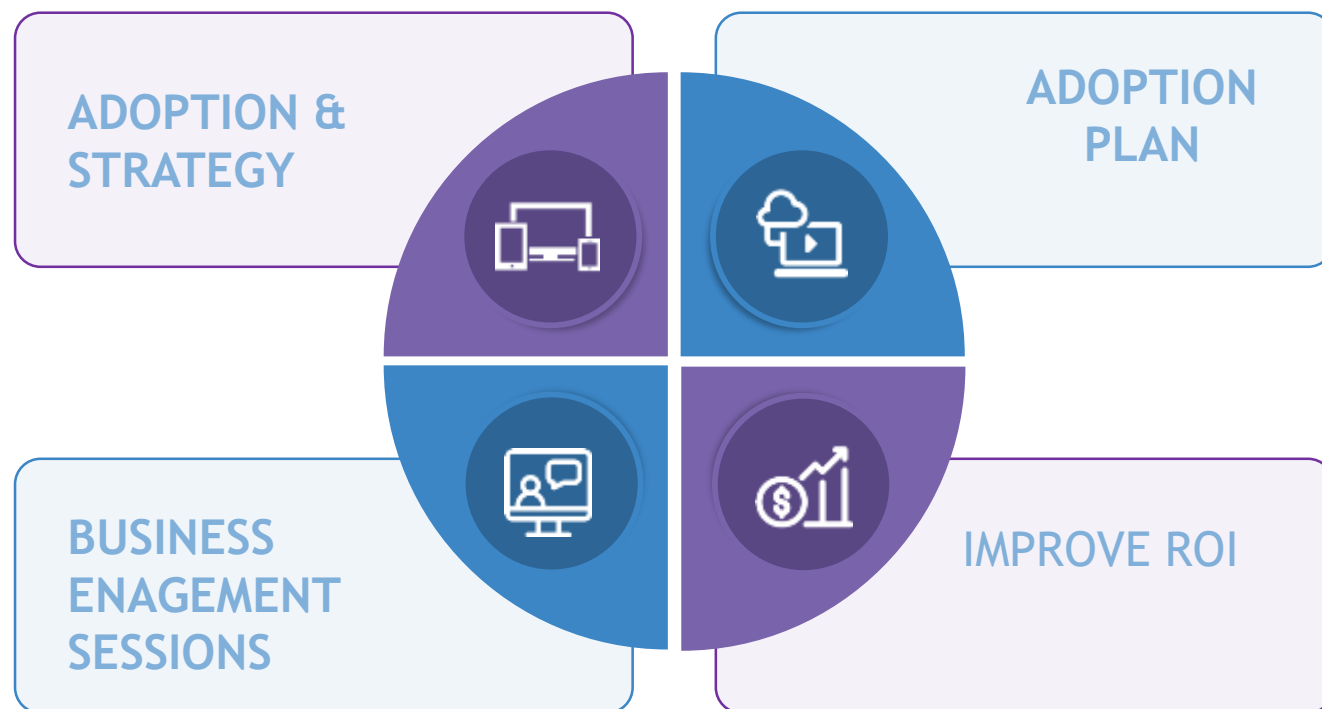
OUTPUTS & DELIVERABLES

- Adoption strategy document in 30 days
- Review sessions between customer & CSMs

- Adoption Plan
- Artefacts, associated
- Configuration and/or any LMS platforms

- Real time engagement sessions with key stakeholders:
 - executives, early adopters, your digital champions

GLOBALRAPIDE - TRAINING & ADOPTION SERVICE



Business Benefits

- Strategizing, planning, and engaging through SaaS platform for optimal outcomes
- Maximize service adoption and change management through Data driven insights and training
- Tracks progress on skills and outcomes, providing personalized and organizational analyses of usage
- Real time engagement sessions with key stakeholders

TATA COMMUNICATIONS CARRIER-GRADE INFRASTRUCTURE



1st

initial launch partner for
MS Teams Direct Routing

26%

of total Internet routes
globally managed by us



95%

of customer incidents
pro-actively monitored



30%

typical savings when customers choose
our SIP solution over conventional PRIs

We provide

HIGH QUALITY

SIP services with unmatched coverage for freephone access
numbers to contain costs and enhance access options (110+
countries, relationship with over 1600 carriers)



Business continuity is core to our design, with global

POPS ON ALL CONTINENTS

and multi-region registration

No. 1

international voice carrier,
giving our customers coverage
in **99.7%** of global GDP

**SUCCESSFUL
MANAGEMENT
EXPERIENCE**

of large underlay and SDWAN
networks across **50+**
enterprises; **3000+** sites;
4000+ experts in 5 service
contact centres worldwide

ACCOLADES FROM



THANK YOU

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