



Creating change with BrainStorm

DRIVING CUSTOMER SUCCESS

As a longtime Microsoft end-user adoption partner, BrainStorm has helped thousands of organizations drive active use of Microsoft technologies. Laser-focused on the power of change, BrainStorm provides a variety of solutions that support the customer journey from deployment to ongoing adoption.



20+ Years of Experience



Microsoft-Funded Programs



Proven ROI

THE CUSTOMER JOURNEY

1 | ENVISION

- **Change Management and Envisioning Sessions** - Use proven Prosci® methodologies to develop long-term success strategy

2 | SCALE

- **QuickHelp™ Platform** - Provide tailored and scalable learning to organizations of all sizes
- **Client Success Manager** - Leverage customized communication plans and one-on-one coaching

3 | CHANGE

- **End-User Feedback** - Assess ongoing user satisfaction and progress
- **Integration with Microsoft Graph** - Quantify Microsoft 365 investment using data to drive productivity

THE PROOF IS IN THE DATA

What is QuickHelp Saying?



62% of users downloaded the Outlook mobile app on their phone.



86% of users found the SharePoint skill path to be a valuable use of time.



Users plan to replace **4,316** email annually with communication in Teams.



77% of users believe Yammer will give them more voice in their organization.



91% of users uploaded a file to OneDrive for Business, and 87% shared a file with a colleague.

What are QuickHelp Users Saying?

“Although I had possessed a strong structure of knowledge in the Windows operating system from years of use, I now believe to have a much better understanding of the ease, use, and possibilities for increase in productivity in Windows 10.”

— Devin R., Wealth Manager

CHALLENGES TO ADOPTION | DUPLICATE APPLICATIONS

QuickHelp identifies up to 28 different communication apps being used across organizations that could be replaced by Skype for Business or Microsoft Teams, including:



WebEx



GoToMeeting



TeamViewer



Slack



Line



LoopUp

QuickHelp identifies up to 28 different document management and sharing apps being used across organizations that could be replaced by OneDrive for Business or SharePoint Online, including:



Dropbox



Google Drive



Apple iCloud



Box



Adobe CC



WeTransfer

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