



The world of work is constantly changing: new technologies, evolving customers's needs and the consequences of the pandemic are posing new challenges for companies. «Future of Work» is on everyone's lips, describing how work is evolving through the interaction of people, technology and space - with the goal of creating the ideal employee experience. It's about rethinking the way that work is done. We accompany you on your journey towards tomorrow's world of work and help you to lead change in a constantly evolving world. Our focus is on people and their experience.

What is the SME Flex - Microsoft 365 package?

With the Flex SME –

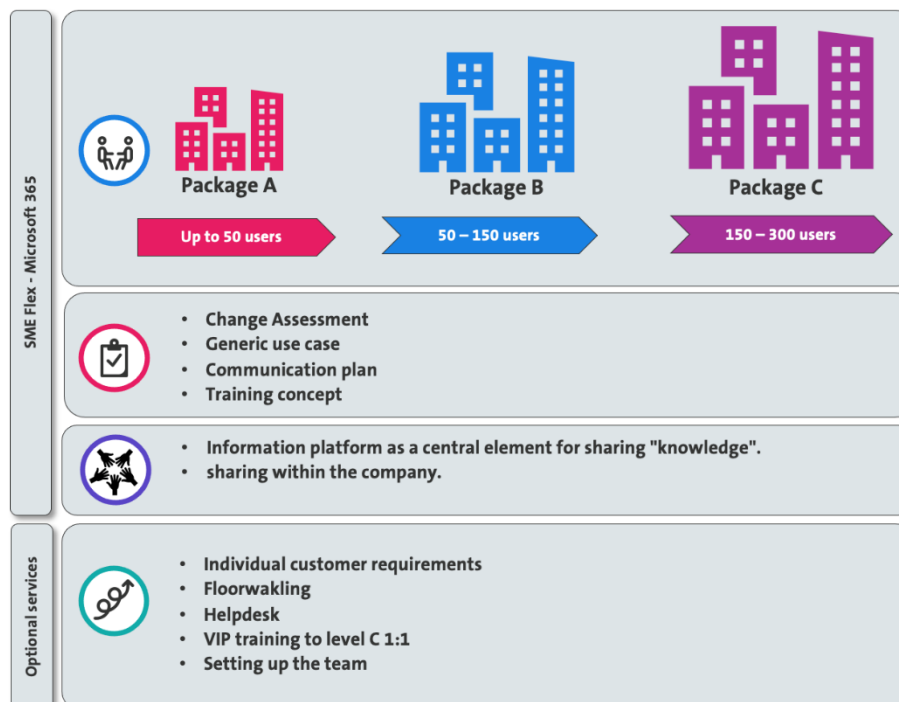
Microsoft 365 package, we offer SMEs a simple, clear introduction to the subject of change management.

Thanks to modular packages adapted to the size of the company, a high degree of flexibility is offered to meet the needs of SME customers.

Your advantage

- Clear and result-oriented
- Modular and standardised packages
- Simple pricing and contract structure
- Possibility of personalising the offer
- Effective implementation

The SME Flex – Microsoft 365 package at a glance





Facts & Figures



Packages and costs

The SME Flex – Microsoft 365 pack has been developed specifically for SME customers who are counting on a high level of standardisation when introducing Microsoft 365. Although the packages are based on well-defined services, it is possible to customise the services to meet specific requirements. The package prices refer to the enabling measures for your employees.

Costs: Package A: CHF 10'200 | Package B: CHF 20'832 | Package C: CHF 39'864



Packages A to C

Each package includes the same services in terms of training activities and accreditation. The only difference is the number of training sessions, which varies according to the size of the company and the number of employees.

The training content is standardised and covers all the requirements needed to empower your company's employees over the long term. You will find more details about the content on the attached sheet.



Information platform

The information platform contains all the relevant documents, videos, and FAQs that employees need to have access to during the adoption and changeover phase. Swisscom creates the basis for the information platform, which can then be managed by the customer.



Basic structure

Any change requires a solid foundation. Through four successive workshops, we provide the basis for communicating the vision and benefits of change to management and staff.

- Change Assessment (where we are and where we want to go)
- Use Cases (how do employees work together with the new tools)
- Communication plan (predefined communication content)
- Training plan (based on your employees' availability)



Individual services

Other customer-specific services or requirements can be added to the SMB Flex - Microsoft 365 package at any time:

- Floorwalking
- Helpdesk
- VIP 1:1 training
- Setting up a specific team to exploit the full potential of Microsoft365 and increase efficiency

You can find further useful information on the website: www.swisscom.ch/futurework



Overview and prices

	Overview	Content	Price																						
SME Flex - Microsoft 365	Raising awareness and creating foundations	<ul style="list-style-type: none">• Change Assessment• Generic Use Cases• Simple communication plan• Training plan agreed with the project sponsor	CHF 6'000																						
	Covering the desire for knowledge	<ul style="list-style-type: none">• Basic construction of an information platform (on the customer's environment)• Integration of the main user manuals and best practices• Creating a basic structure for the FAQ	CHF 3'600																						
	Empowering employees «Learning by doing»	<table><tr><th>Applikationen</th><th>Package A Webinare</th><th>Package B Webinare</th><th>Package C Webinare</th></tr><tr><td>One Drive, One Note</td><td>2</td><td>6</td><td>12</td></tr><tr><td>Teams / SharePoint</td><td>2</td><td>6</td><td>12</td></tr><tr><td>Planner / ToDo</td><td>2</td><td>6</td><td>12</td></tr><tr><td>Train the Trainer</td><td>1</td><td>1</td><td>2</td></tr></table>	Applikationen	Package A Webinare	Package B Webinare	Package C Webinare	One Drive, One Note	2	6	12	Teams / SharePoint	2	6	12	Planner / ToDo	2	6	12	Train the Trainer	1	1	2	<table><tr><td>Package A CHF 10'200</td></tr><tr><td>Package B CHF 20'832</td></tr><tr><td>Package C CHF 39'864</td></tr></table>	Package A CHF 10'200	Package B CHF 20'832
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Optional services	Customise your services	<ul style="list-style-type: none">• At the customer's request, the services in the PME Flex pack can be tailored to meet individual needs.• These services are indicated separately in the offer and invoiced in addition.	Depending on expenditure																						
	Anchoring knowledge for the long term	<ul style="list-style-type: none">• Other services or individual requirements can be added to the SME Flex - Microsoft 365 package at any time.• Floorwaking• Helpdesk• VIP training to level C 1:1	Depending on expenditure																						