



The world of work is constantly changing: new technologies, evolving customers' 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.

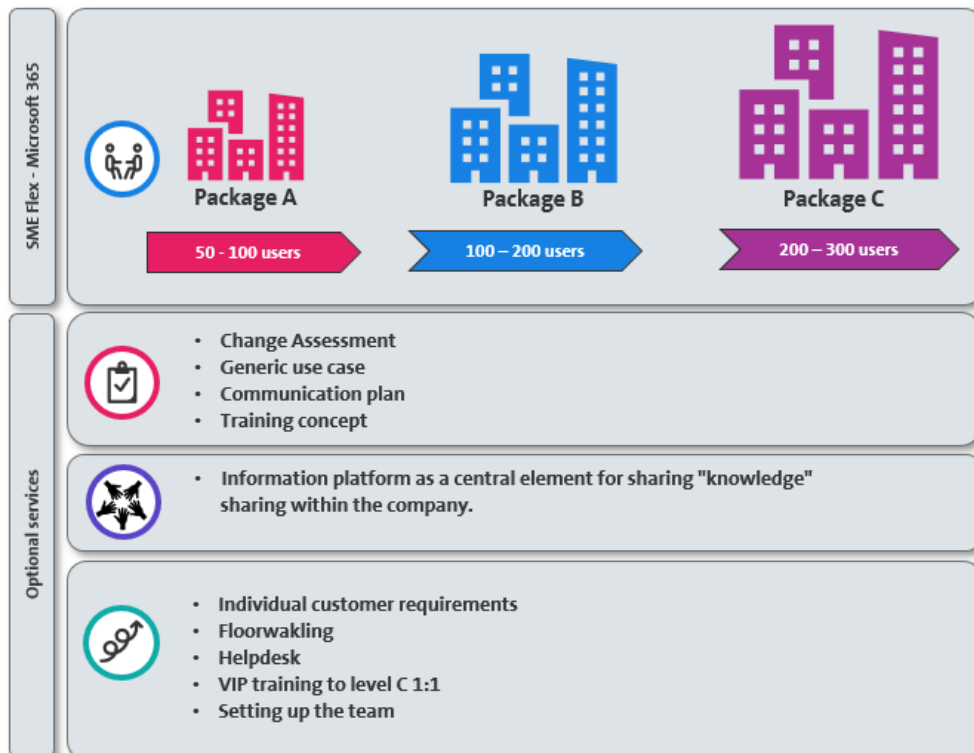
What is the SME Flex - Microsoft 365 package?

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

Basic services of the SME Flex Package



Packages A to C

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.



Packages & Costs

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.

Costs: Package A: CHF 12'892 | Package B: CHF 20'723 | Package C: CHF 28'544

Optional Services *(See Overview & Prices)*



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)



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.



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



Die Informationen in diesem Dokument stellen kein verbindliches Angebot dar. Änderungen sind jederzeit vorbehalten.

Swisscom (Schweiz) AG Enterprise Customers, Postfach, CH-3050 Bern, Tel. 0800 800 900, www.swisscom.ch/enterprise

swisscom

Overview and prices

Overview	Content	Price																					
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	Optional services																				
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	Optional services																				
Empowering employees «Learning by doing»	<table border="1"> <thead> <tr> <th>Applikationen</th> <th>Package A Webinare</th> <th>Package B Webinare</th> <th>Package C Webinare</th> </tr> </thead> <tbody> <tr> <td>One Drive, One Note</td> <td>3</td> <td>6</td> <td>9</td> </tr> <tr> <td>Teams Collaboration</td> <td>3</td> <td>6</td> <td>9</td> </tr> <tr> <td>Planner / ToDo</td> <td>3</td> <td>6</td> <td>9</td> </tr> <tr> <td>Train the Trainer</td> <td>1</td> <td>1</td> <td>1</td> </tr> </tbody> </table>	Applikationen	Package A Webinare	Package B Webinare	Package C Webinare	One Drive, One Note	3	6	9	Teams Collaboration	3	6	9	Planner / ToDo	3	6	9	Train the Trainer	1	1	1	Package A CHF 12'892 Package B CHF 20'723 Package C CHF 28'544	SME Flex Package
Applikationen	Package A Webinare	Package B Webinare	Package C Webinare																				
One Drive, One Note	3	6	9																				
Teams Collaboration	3	6	9																				
Planner / ToDo	3	6	9																				
Train the Trainer	1	1	1																				
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	Optional services																				
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	Optional services																				