

CASE STUDY



People Transition from Google Workspace to Microsoft 365

Client Context

- UK-based organisation (~35 employees)
- Transition: Google Workspace to Microsoft365
- Drivers: Security, integration and scalability
- Limited internal change capability & resource
- High dependency on collaboration tools

The Challenge

- Resistance to new tools and ways of working
- Risk of reduced productivity during transition
- Varied digital confidence across workforce
- Concerns over data access, workflow & chaos
- Visibility of real employee experience

Our Journey Enabled

- Early employee impact & business readiness
- Structured change plan alongside IT migration
- Communication aligned to people concerns
- Actions for training, support, and engagement
- Visibility of risks (morale, adoption, resistance)

Benefits for People

- Clear understanding of why changing
- Increased confidence using Microsoft 365 tools
- Less anxiety from structured support & training
- Stronger sense of involvement & engagement
- Improved wellbeing during transition

Benefits for Business

- Faster adoption: Microsoft365 tools & workflow
- Reduced productivity dip during migration
- Reduced employee attrition & disengagement
- Stronger return on technology investment
- Change capability embedded for future plans

Critical Success Factors

- People impact assessed before IT rollout
- Consistent, transparent communication
- Practical, role-based training and support
- Leadership visibility and accountability
- Continuous feedback and adjustment

Conservative (hard) savings: £134K to £268K

Given This case demonstrates that even in a small organisation, the people side of change materially affects cost, risk, and return on investment. 'Our Journey' ensures that strategic technology decisions translate into real business value—because employees are ready, supported, and engaged.

**Attrition
Avoided**

£69K to £138K

**Productivity
Protection**

£40K to £80K

**Absence
Reduction**

£10K to £20K

**Avoided ER/
Grievance**

£15K to £30K

**Total
Value***

£134K to £268K