



## Service Brief

# Vidyo™ Adoption Services

At Vidyo we believe modern video communication should enhance interactions and workflow, and our products show it. Our Vidyo™ Adoption Services enable rapid acceptance and use of VidyoConferencing™, promoting better collaboration for everyone in your organization.



Customizable  
plans for business  
process  
transformation

User-centric  
programs  
inspire greater  
collaboration

Focused  
services help  
you achieve ROI

## Key Features

- Detailed consultation and planning with program stakeholders
- Comprehensive communication and marketing strategy
- Live and interactive training sessions with experts from Vidyo
- Dedicated project management for duration of your adoption program
- Customized training program aligned with your VidyoConferencing deployment
- Access to onDemand training resource library and Vidyo™ Knowledge Center
- End-user surveys, interviews, and roundtable discussions
- Analysis and assessment of success metrics at conclusion of adoption program

## Experience

When you empower people to collaborate through video you can transform your entire organization to be more productive, with VidyoConferencing. Vidyo Adoption Services help your users develop real affinity and proficiency with video collaboration. As they make video part of their everyday workflow, they become powerful advocates, exploring new ways to use VidyoConferencing and evangelizing its benefits to others.

In the initial consultation, the Vidyo Adoption Services team assesses your organization's ecosystem – end-user communication workflow, IT policies, and organizational objectives – to help customize a marketing and training program that will inspire change

within your organization. Our team works with your stakeholders to outline measurable metrics for success of the adoption program.

Moving from program planning to execution begins with the custom communications developed to introduce VidyoConferencing to the initial target users and is followed with invitations to attend the first training session.

A series of ongoing communications include best practices, tips and tricks, and profiles of how people are using VidyoConferencing.

All this keeps users engaged in the adoption program over the course of their normal workday.

# Adoption Services Package Offerings

	Jumpstart Basic	Jumpstart Standard	Jumpstart Professional	Jumpstart Custom	
<b>Detailed Consultation &amp; Planning with Program Stakeholders</b>					
Program kick-off to define goals and objectives	✓	✓	✓	Fully Customizable Program Requiring SOW	
Review deliverables and proposed launch timeline	✓	✓	✓		
Define success criteria and tools for project	✓	✓	✓		
Create project plan and timelines based off goals/objectives	✓	✓	✓		
<b>Use Case &amp; Workflow Discovery</b>					
Assess end-user collaboration workflow			✓		
Conduct end-user interviews and round table discussions to build use cases			✓		
Formulate suggested role-based use cases			✓		
Support the creation of workflows for new account creation, support, and product use		✓	✓		
<b>Comprehensive Communication/Marketing Strategy &amp; Execution</b>					
Identify key activities, events, actions for awareness campaign	✓	✓	✓		
Create branded training/user management registration site	✓	✓	✓		
Provide custom announcement that Vidyo is available with instructions and call to actions	✓	✓	✓		
Provide custom training notifications to increase attendance	✓	✓	✓		
Provide custom announcement/content for internal communication or intranet page		✓	✓		
Provide tips/tricks communication series			✓		
Assistance with banners, table tents, and advertisement ideas for marketing			✓		
<b>Interactive Virtual Classroom Training, Video Tutorials, and Resource Documentation</b>					
Define training schedule	✓	✓	✓		
Custom branded training presentation(s) for end-user success	✓	✓	✓		
Custom branded quick reference card(s)	✓	✓	✓		
Incorporate role-based, user defined, scenarios, workflows, and use cases into all materials			✓		
Live and interactive instructor-led training sessions via Vidyo (60 minutes, up to 20 participants)	6	12	25		
OnDemand recording of defined instructor-led training topics (VidyoReplay required)	✓	✓	✓		
OnDemand custom video tutorial library incorporating workflow			✓		
Refresher training courses (used within 6 months of initial program completion)			✓		
<b>Post Implementation Review &amp; Recommendations</b>					
User experience feedback survey of Vidyo product			✓		
Assessment of defined success criteria	✓	✓	✓		
Evaluation of survey results and findings			✓		
Recommendation for next steps	✓	✓	✓		
Project close-out documentation and sign-off	✓	✓	✓		



**Vidyo, Inc. (Corporate Headquarters)**

433 Hackensack Ave., Hackensack, NJ 07601, USA  
 Tel: 201.289.8597 Toll-free: 866.998.4396  
 Email: vidyoinfo@vidyo.com

**EMEA**

emea@vidyo.com  
 +33 (0) 488 718 823

**APAC**

apac@vidyo.com  
 +852 3478 3870

**INDIA**

india@vidyo.com  
 +91 124 4111671