

Case Study -

An Installation and User Adoption Case Study: Driving User Engagement and Adoption of Collaboration at InPost

Situation / background

In 2020, InPost Ltd relocated their UK based head office to Hemel Hempstead from London. Moving into a sublet office with existing Digital signage screens and interactive panels installed in some of the meeting rooms although not deployed. InPost were keen to take this move as an opportunity to engage their team with the technology in place and yet to be deployed in other company locations. It was a high priority to ensure that communication is easy as well as slick in its application. A comprehensive user adoption and engagement programme was required for both their onsite and remote users, covering video conferencing solutions, MagicINFO digital signage as well as core office tools such as Microsoft 365, ZOOM and Google Suite.

Challenges

As InPost were inheriting existing network solutions and hardware they were looking for an organisation who would be able to do a full audit, assess current capabilities and make a recommendation based on these findings, identifying where existing equipment could still be utilized or built upon with new systems, and where new solutions were required. It was important to InPost that the organisation would be able to do the complete end to end process from discovery through to deployment, user adoption and ongoing support.

Solution

Armed with this insight, Pip's team designed a user adoption programme that helped all users get the best out of the new AV system designed. They looked at the outcome InPost needed and looked specifically at how they could implement a solution that was best, from conception through to installation and life cycle support of their Audio-Visual systems. For InPost it was very important to still utilise any equipment that could still be used or updated to help them develop.

Customer Feedback

AzteQ have been fantastic from conception through to installation and life cycle support of our Audio Visual systems. They understood the outcome we needed and how best to implement a solution. Best of all AzteQ designed a user adoption programme that won over the hearts of the most reluctant users and helped them get the best out of our AV systems.

*Katie Kanani
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