

Luminous Group Consulting LLC:

**Optimize your investment in SharePoint
and drive Business Value**



The Luminous Group works with small and medium size companies **whose key business processes are information intensive** and require collaboration, shared deliberation, and transparent information management. We often meet our clients when they are trying to decide **if SharePoint fits their needs**, or have just started implementing SharePoint. Our clients want to know how **to leverage the platform and increase user adoption** in order to realize an increased return on their technology investment.

Businesses are familiar with the technical challenges of software implementations that often run over budget and experience delays due to technical complexity. In comparison, **implementing and rolling out SharePoint is very relatively easy**. However, this often creates a false sense of security. Without **comprehensive user engagement**, collaborative solutions cannot succeed and risk of a loss of credibility of technology solutions with users that can be costly to regain. Creating positive end-user engagement is a critical core competency of the Luminous Group.

Collaborative platforms are not usually structured in a way that emphasizes enforcement and control. In this relative freedom **they are quite different from other software systems** that are deployed across teams and organizations, such as ERP or CRM related systems. In our experience, successful implementations rely on **committed users who make informed and highly contextual choices** that are well aligned with the expectations of others. Without taking the time to identify these organizational and cultural expectations, **businesses often experience an increase in confusion** that leads to more conflict, cross-purpose work, and overall increase in ineffective collaboration.

The effectiveness of teams increases dramatically when the attention is **focused on creating additional business value, strategic priorities, and cultural values & expectations in regards to information**. These lay the foundation and create context for the organization to discover new ways to leverage technology. When teams collaborate to develop agreements on the intended use of new technology, they take ownership of the results and over time **turn effective, sustainable habits into collaborative practices**. This process results in continuous improvements, mutual accountability, and clear priorities that lead to a **tangible cultural shift**.

The Luminous Group offers technical expertise in SharePoint with a unique engagement and business value-based implementation process that **ensures high user adoption and the**

development of collaborative practices that are aligned with the **execution of strategic business goals**. Our approach is highly iterative and requires close participation with end users in design decisions and the implementation process. Our SharePoint deployments becomes cultural centerpieces, the “go-to” place for information in the company, and along the way create a an ever-growing cadre of users in your organization who are passionate about what they can achieve with these tools - and with each other.

In our view the key to success is to look at the implementation of a new tool as a **learning process both on the individual level as well as organizationally or culturally**. The best ideas emerge over time through every day use and experience by developing “stickiness.” They are the result of a well-facilitated participatory design process and **the system becomes an expression of the most effective way of collaborating that the end user has full ownership of**. This degree of ownership leads to high user adoption and new sources for business value. Our process models a practice of continuous improvement based on user experience and quantitative business metrics with long-term benefits for the evolution of SharePoint long after our consulting engagement is over. **The mindset that emerges from these practices produces a cultural shift** and is transferable to other areas of business where it can increase efficiencies.

Our solution approach can be simply expressed as the following equation:



We envision a progressively adaptable organization supported and enabled by complementary technology that creates **radically simple business solutions** in which each step is only as large as needs dictate, with as little risk and/or investment as possible.

The benefits of our solution approach include:

- The establishment of a business value driven culture characterized by **progressive and adaptive learning**;
- Enhancement of **collective problem solving abilities**;
- Increased **transparency** and adaptability;
- Quantitative improvements in the **delivery of business value**.

Before you take your next step deploying SharePoint, contact Luminous and talk with us about how best to engage your organization before the deployment happens so that you too can reap the substantial benefits that this collaborative system can help create.

Our end-to-end services can support deployment planning, rollout, training, and optimization within your company. For more information about how Luminous’ SharePoint services can help you to enhance the learning potential of your organization, contact us at sharepoint@luminousgroup.net or by telephone on (866) 495-7354.