

Making a real difference to user adoption

Our user adoption service gives your employees the knowledge and skills to take up and continue to use your collaboration tools with confidence. The Genius Desk, in partnership with Sei Mani, service is our key differentiator – the main driver to create maximum user adoption and a place where product coaching is based on the real-life outcomes people are looking for in the job that they do.

Part of your team

The Genius Desk team become part of your organisation for an agreed time period, using your equipment, identity, and becoming part of the fabric of your organisation. We've found that by doing this, users identify and respond positively to the communications and coaching.

Speed and quality of service

We react to coaching requests in minutes and we proactively reach out to groups of people who are most likely to use the services (e.g. sales and project management). People contact the Genius Desk in the way that suits them, via email, IM, the collaboration service itself or by phone – whatever is easiest.

Collaboration practitioners coach people in identified areas that will help them in their job role. So that it really makes a difference to their working lives. The Genius Desk team most definitely do not deliver generic scripted instructions about which buttons to press.

On-site or remote access

Our practitioners can be available on-site or remotely, whatever works best for your organisation and a team of two or three people can typically support several thousand users.

People communicate and interact with our team immediately, wasting no time and ensuring productivity levels are maintained. We don't clock watch and regularly help people outside of traditional working hours.

Our practitioners have been chosen for their empathy, human skills, and their ability to deal with all levels of seniority and technical experience. The Genius team adapt their approach each time, ensuring people are respected and comfortable with the conversation and interaction: We do it fast. We do it right. We do it now.

Education and evolution

Scheduled training session put users on the right road, but there's only so much new information people can absorb. We've found that when expert help is just a call away, employees dive into new systems and reach out to us without delay, whenever support is needed.

Usually a chat with the Genius Desk will lead to an impromptu screen share session, and people come back repeatedly as they learn more about what they can do.

Project customer success is the end goal and we have an amazing record of accomplishment. Employee engagement levels soar, business productivity increases, and most importantly the anticipated project 'Return on Investment' is realised.

“BT's flexible approach to adoption, using multimedia channels with tailored messages to reach our user base quickly and efficiently was also brilliant. Use of the Genius Desk meant that users were supported throughout the migration avoiding any disruption to business activity.”

Leading UK Retailer

What could our Genius Desk service do for you?

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