



Driving digital transformation through building your organisation's Microsoft 365 skills

Increased home working and the ongoing digital transformation of the working environment mean the use of Microsoft 365 is soaring – but without the right skills in place, organisations will miss out on the full range of benefits it offers.

ACCELERATED TRANSFORMATION

Digital transformation has seen an organisation's technology increasingly move out of the IT department onto the computers, tablets and smartphones of employees. As many businesses found themselves adopting remote-working solutions in response to Covid-19, Microsoft 365 has seen a large growth in users. In March 2020, in the wake of the first lockdown, Microsoft reported that an additional **12 million daily active users**¹ began using its Team group-collaboration platform in a single week.

Microsoft 365 has been a central component of many organisations' ability to effectively transition to remote working. But it has a lot more to offer in terms of facilitating collaboration, optimising workflows and improving data analytics and reporting. This ultimately leads to better services, products and customer experiences, but many companies are finding there are significant gaps in the Microsoft 365 skills of their workforces.

¹Source: Mary Jo Foley, <https://www.zdnet.com/article/microsoft-teams-usage-up-by-12-million-in-the-past-week-hitting-44-million-daily-active-users-due-largely-to-covid-19/> March, 2020



IS A LACK OF SKILLS HOLDING YOUR ORGANISATION BACK?

The ability of an organisation to adapt to changes in the market or take advantage of emerging technologies relies on the skills and capabilities of its workforce.

While the success of Microsoft 365 is driven in large part due to the simplicity of its UX, this hides a huge depth of features, applications and potential for customisation. But innovative solutions are only as good as learning and development programmes that accompany their implementation.

The success of digital transformation depends on the in-house skills of an organisation. According to research by the IDC, **70% of companies identified** skills as the biggest challenge when trying to ensure digital transformation and IT investment fully aligns with business needs². 91% of IT professionals believe that training is crucial for successful digitisation. A lack of up-to-date skills and capabilities has the potential to hold organisations back, limit their growth and allow their competitors to establish an important advantage.

THE NEED FOR CONTINUOUS LEARNING

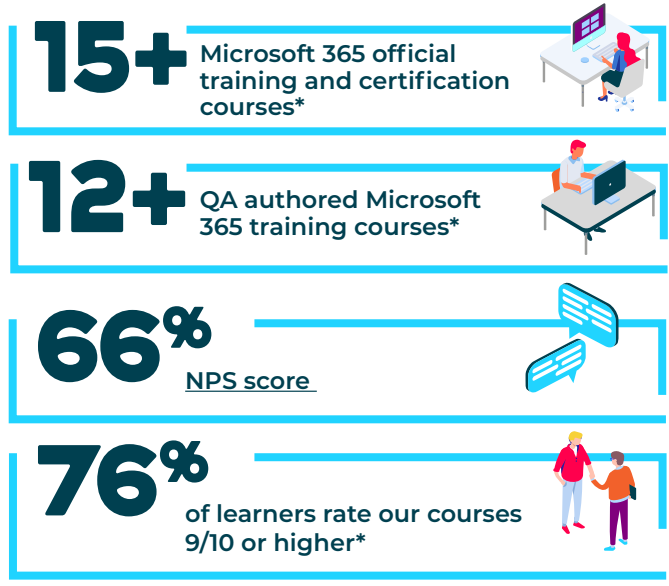
Making the most out of your Microsoft 365 investment requires continuous training. With economies beginning to open up and companies looking to move from surviving to thriving, now is the right time to prioritise targeted learning and development programmes.

[Explore our broad range of M365 training here](#)

WHAT DOES QA OFFER?

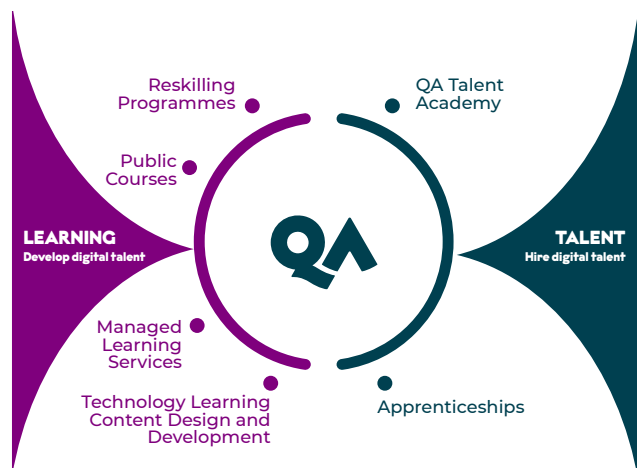
As the UK's leading tech skills provider, QA delivers 70% of the country's cloud training. We are Microsoft's largest Gold Learning partner in the UK and have delivered comprehensive training on the company's technologies and applications to over 45,000 people.

QA also has a unique Microsoft Office 365 Technical Mastering curriculum which provides technical training on all core Microsoft Office 365 products like SharePoint Online as well as areas Microsoft Official courses do not cover. Because technology is constantly evolving, our courses are updated every four weeks to ensure attendees always leave with the latest insights.



*From April to July 2021

At QA, we are so much more than just a training organisation. Whilst our subject matter experts transform the skills of individuals, the capabilities of teams, and even the whole organisation, we also provide talent solutions designed to help every organisation win the digital race faster.



²Source: Karina Ung: <https://techcommunity.microsoft.com/t5/microsoft-learn-blog/the-most-important-factor-for-business-success-is-to/ba-p/1469341> October, 2020

Where you learn from matters! Don't take our word for it, hear what our learners think...



MICROSOFT TEAMS 365 ESSENTIALS HALF DAY

Brilliant introductory course with some more in depth Q&A. Trainer was knowledgeable, personable and the course well delivered and structured. Great as always QA.

– Trudie Galvin



MICROSOFT 365 IDENTITY & SERVICES

During the training I could see things that I knew I would be able to implement in my current role so I believe the training will make me more effective in my job.

– David Scott



MICROSOFT OFFICE 365 FOR END USERS

The tutor made the course really entertaining and knew his subject so well.

As well as learning how to use the program, I now understand the concepts as to why it is used that way.

– Peter Tomkies



OFFICE 365- MICROSOFT TEAMS BEYOND THE ESSENTIALS

Useful course and format, ample opportunities to ask questions which you don't always get when attending structured training.

– Iain Fawns



MICROSOFT 365 SECURITY ADMINISTRATOR

I learnt what I needed to be able to take on the ATP project at work, and a lot more! I also feel I have what I need to prepare for the exam.

– Caroline Rose



The benefits of Microsoft 365 skills development

Microsoft 365 is an important investment with the potential to drive a range of business impacts and value creation opportunities for organisations. But making the most of its potential means making sure your workforce is enabled to do so. With the right training, businesses can benefit from the following:

BEAT THE DIGITAL SKILLS GAP

The gap between the growth in need for increasingly complex roles relating to technology and the number of suitable candidates entering the market is going to be an ongoing challenge for the UK economy. The best solution to a lack of digital skills in the market is to build your own and future-proof your organisation.

ADAPT TO CHANGE

Microsoft 365 is constantly evolving, and it is important that organisations are able to adapt their capabilities too.

A new update or feature could have a significant impact on the ability of your teams to collaborate or the experience your customers have. That is why we make sure to update our courses monthly to incorporate any new developments.

SECURE ROI FROM YOUR DEPLOYMENT

For business leaders and key decision makers, the value of your Microsoft 365 investment rests on how it fits into your wider strategy. Is it delivering value in terms of boosting productivity and quality, or is it being under-utilised?

Targeted training delivered by experts makes sure you are getting the most value from your cloud solutions. **Certified cloud engineers** spend 20% less time setting up infrastructure³ and 40% less time designing and implementing⁴ Microsoft 365 services than those that are uncertified .

PRACTICAL LEARNING FOR REAL-WORLD SKILLS

The official Microsoft training curriculum provides learners with everything they need to master all the company's technologies and applications. But sometimes it is important to go even deeper. Our 'Mastering' courses are examples of training opportunities that offer people in specific roles the granular detail and real-world examples they can really benefit from.

³Source: [IDC White Paper, sponsored by Microsoft, Leveraging Microsoft Learning Partners for Innovation and Impact, doc #US47225021, January 2021](#)

⁴Source: [IDC White Paper, sponsored by Microsoft, Leveraging Microsoft Learning Partners for Innovation and Impact, doc #US47225021, January 2021](#)



OPERATE WITH CONFIDENCE

Ensuring the right security, compliance and governance measures are in place for both external and internal users help reduce the risk of damaging breaches. IDC figures show that certified security engineers have **37% fewer-network-related security** incidents⁵ and are 55% more like to be able to determine the scope of a security issue on a virtual machine⁶.

IT'S THE RIGHT TIME TO FOCUS ON DEVELOPMENT

Standing still is no longer an option for businesses. All over the world, the resilience and adaptability of organisations has been put to the test, and many accelerated their digital transformation as a response. Now it's time to build the skills that are vital for driving growth, increasing efficiency and powering better customer experiences.

At QA we can equip your teams with the Microsoft 365 skills they need to take your business to the next level. Our specialised Microsoft 365 Technical courses offer certification and in-depth learning on a range of topics including SharePoint Online, Microsoft 365 Security and Governance, Microsoft 365 Adoption and Governance. We go beyond the core Microsoft curriculum and update our courses every few weeks to make sure delegates have the practical insights they need. What sets us apart is not just the breadth and depth of our courses, but the support we offer and the variety of ways people can learn. We help businesses push forward by powering the potential they already have.

Get started by visiting qa.com/M365 or contact us directly to discuss your bespoke training needs.

0345 074 7995 | info@qa.com



@QALtd



@qa-ltd



QALtd



@qalimited

v1.0 AUGUST 2021

⁵Source: [IDC White Paper, sponsored by Microsoft, Leveraging Microsoft Learning Partners for Innovation and Impact, doc #US47225021, January 2021](#)

⁶Source: [IDC White Paper, sponsored by Microsoft, Leveraging Microsoft Learning Partners for Innovation and Impact, doc #US47225021, January 2021](#)