

ENCOMPASS INNOVATE SERVICES

Encompass Innovate was born from our desire to ensure that technology enhanced the customer experience, giving greater access to our advice and information services. With our expertise, forward thinking nature, and friendly approach, we bring digital transformation to the workplace in a fun yet informative way. Our inspiring range of services enable us to understand the digital challenges our customers face and we deliver cost and time effective solutions, whatever industry they operate within.



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DIGITAL AMBASSADORS

Helping your organisation achieve greater outcomes at both strategic and operational levels



Our Digital Ambassador initiative offers a more efficient alternative to traditional interdisciplinary project work, with clear and achievable benefits for all parties.

Firstly, we actively pinpoint and develop skills already available within your organisation, helping you avoid unnecessary time and expenditure spent with external consultancies.

Secondly, by working closely with your organisation to understand your requirements, staff training needs together with digital solutions can be quickly identified. This integrated approach ensures faster diagnosis and is reflected in our

competitive pricing structure. Ambassadors selected to participate in the initiative will need to demonstrate that they possess a specific skill set and, crucially, the right attitude, passion, and enthusiasm to drive change within your organisation.

How it works

- Ambassadors are appointed from within your organisation following a selection process
- Ambassadors pledge two days a month to the initiative
- Projects are assigned and working groups are formed
- Outcomes are tracked
- Outcomes are achieved!

Ambassadorial missions

Digital ambassadors will focus on specific projects with identifiable and achievable outcomes.

We call these our 'ambassadorial missions'.

For a project or piece of work to be considered for inclusion it must:

- link with the goals of your organisation
- improve processes, procedures or provision
- be of benefit to either staff and/or your customers
- encourage collaborative working
- encourage the use of technology in new, different or better ways
- include SMART Outcomes

Example missions

Digital ready	Where are you currently? Where do you want to be? How do you get there?
Project zero	G-Suite Apps™ enable staff to work in new, efficient, cheaper and more collaborative ways. Is your organisation taking full advantage of these latest tools and reducing reliance on email and Microsoft Office™ products?
Website review (content)	<ul style="list-style-type: none"> • a good website will save your organisation time and money, and improve levels of customer satisfaction • a bad website results in complaints and increased enquiries via channels that customers are being encouraged to move away from
Website review (transaction)	<p>Your digital ambassadors will identify different ways in which your customers are able to access and interact with your services online, as we ask:</p> <ul style="list-style-type: none"> • is the organisation delivering a consistent online message? • what benefits do these transactional services bring to the organisation? • what opportunities are there for improvement, joining-up services and reducing duplication and rework for both the organisation and the customer? • what other services can your organisation provide online
Digital inclusion	<p>Whilst a significant number of adults in the UK now access the internet as part of their daily lives, many have never used the internet. Indeed a disproportionate number of older and disabled people are still not online, with two thirds of women over the age of 75 having never used the internet.</p> <p>As part of an organisations commitment to providing more of its services online, it needs to ensure that these services do not exclude individuals who may require additional assistance.</p>

<p>Digital buddies</p>	<p>Going digital' can be daunting for people who prefer to consult more traditional sources of information. Breaking down barriers, digital buddies are an important resource to any organisation undertaking digital transformation projects.</p>
<p>Mobile and flexible working</p>	<p>Are your staff taking full advantage of mobile and flexible working opportunities and truly benefiting from the flexibility and improved work / home life balance that this initiative offers? And if not, what barriers have they encountered? Are they:</p> <ul style="list-style-type: none"> ● technological? ● cultural? ● financial? ● real or perceived?
<p>Big data</p>	<p>Big data is.....well.....it's big. But what is it and how can it help improve your services?</p> <p>Organisations possess massive data sets, but how can you effectively link these together and use them to become more efficient, save money, identify fraud and better serve your organisation and your customers</p>

INNOVATION LABS

Working with you to help you use technology better



Digital transformation is how good companies become great companies. We help you combine modern methodologies and technologies to transform the way your business operates and reshape your industry.

In our innovation labs, we work with your team to take a deep dive into their business activities. Identifying opportunities for business improvements by harnessing and leveraging not only the opportunities of the digital age but by maximising staff skills.

Benefits

- identify areas where digital innovation can make a real difference
- explore only the focus areas that can lead to measurable benefits and positive outcomes
- identify areas where automation can carry out repetitive tasks that have little business or customer value
- break down silos enabling creative, productive collaboration across the organisation

How it works

- An Innovation Lab is booked to address either a specific process or a wider area of work
- We undertake some initial information gathering with you
- We get the right people in a room together
- Our team steps through the process with everyone involved, identifying areas for improvement
- Technology solutions are scoped on-site during the lab, where possible
- After the lab, we provide you with a report detailing the route to improvement



TRAINING

We work with you to design service specific and relevant bespoke training sessions that will empower staff, giving them the confidence to use new and existing technology.



Our training sessions are fun, relaxed and informal. They are not by the book and definitely not rote. But don't let that fool you, they are painstakingly constructed and delivered by a team of professionals who are passionate about delivering modern, relevant and innovative services. At the end of every session, learners will feel engaged and inspired, armed with knowledge, skills and tools that are beneficial to them and that they can apply to their daily work.

We aim to give attendees as least one 'wow' or 'light bulb' moment during each session! We can deliver each module as a half day or a full day session depending on your specific requirements. You can mix and match, you can focus on one particular area, we can craft an ongoing and persistent training programme , the choice is yours and we will work with you to make sure the training sessions deliver maximum benefit to staff and link to your learning and development goals.

<ol style="list-style-type: none"> 1) Google Docs 2) Google Sheets 3) Google Slides 4) Google Drive Google Forms <p>(We also train on Trello, Smartsheet, Lucid charts and more!)</p>	<p>Why use G-Suite? Because it is awesome, and we will show you why. In these sessions we start with the basics,</p> <p>Creating a new document or form Importing and convert old documents Editing and formatting Sharing and Collaborating Commenting and replying Sending as other formats (eg word / excel) Tips and tricks</p> <p>Depending on the level of attendees knowledge and specific requirements we can provide further sessions that explore the use of Add ons / Scripts and more advanced techniques as required.</p>
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If you would like to find out more please [get in touch](#)

The Encompass Innovate team

Sam



Stephen



Bert



Marcus

