

From Challenge to Success Story: How ignition teams and AvePoint are redefining the digital learning landscape

Customer Profile

ignition teams is a consulting firm that carries out organizational development using digital technology. The focus is on consulting and the construction of new ways of working in Microsoft 365. The aim is to make topics such as communication, document storage, task management and knowledge accessible to everyone in their customers' companies in order to establish a uniform way of working that makes sense for each department.

Location

Waldkirch, Baden-Wurtemberg

Industry

Professional Services

Platform

Microsoft 365

Critical Needs

- Digital learning platform built on Microsoft 365
- Scalable way to deliver information about working in Microsoft 365 to upskill customers and their teams
- Automated and personalized training to reduce consultant hours

Solution

Microsoft 365
MaivenPoint Curricula

The Challenge

As a small consulting firm, ignition teams was faced with the challenge of offering comprehensive project training for their customers with only a small team. Since it is always the primary goal of the service provider to advise its customers in the best possible way and to make sure everyone benefits, it was clear they needed a scalable solution. This solution would allow the experienced consultants to focus on higher-level tasks like analysis, conception, design and optimization to maximize the output of their services.

In order to impart knowledge in the long term, so that not only IT-savvy employees, but also inexperienced employees could feel the advantage of a digital work platform such as Microsoft 365 in everyday life, ignition teams needed to find a learning platform.

"We really value MaivenPoint Curricula. Our team is relieved and the users are taught significantly more details than in classroom trainings. For us, it was and is exemplary how open MaivenPoint and the broader AvePoint team was to our suggestions and questions. We are not a university, so we have different requirements, and this has been taken into account," says Tim Haas, Founder and Mentor for digital processes, ignition teams.

With the help of MaivenPoint Curricula, ignition teams created get it!, where users are asked how they work, what challenges they encounter and where there is a need for optimization. That way, each employee can get to know the Microsoft 365 environment according to their personal roles and responsibilities. The general product school videos for the Microsoft 365 Suite, as well as departmental or solution specific videos,

ensure that users have access to the information they need and are not overwhelmed. Short videos, quizzes and exercise sheets encourage long-term learning and the sustainable adoption of working in Microsoft 365. Only after going through the learning platform get it! (powered by MaivenPoint Curricula), the conception process is further planned. In this way, ignition teams ensures that the basic knowledge is available for each of its customers and that a uniform way of working can be established - company-wide, region- or department-dependent.

The AvePoint Partnership

With get it! (powered by MaivenPoint Curricula) ignition teams is able to carry the knowledge about Microsoft 365 to the breadth of its customers' companies with only a few consultant hours. Now, companies of all sizes can be trained by the learning platform, while the consultants can concentrate on organizational development and higher-level challenges.

get it! (powered by MaivenPoint Curricula) offers numerous advantages not only to ignition teams. Customers benefit from the sustainable transfer of knowledge, which supports employees where they need it. Because this is built directly within Teams integration, users can access and learn flexibly from anywhere and at any time.

Nina Schmidt, Partner Account Manager, AvePoint has been with ignition teams since the beginning of the partnership and has been enthusiastic about the creative approaches that drive the partnership forward.

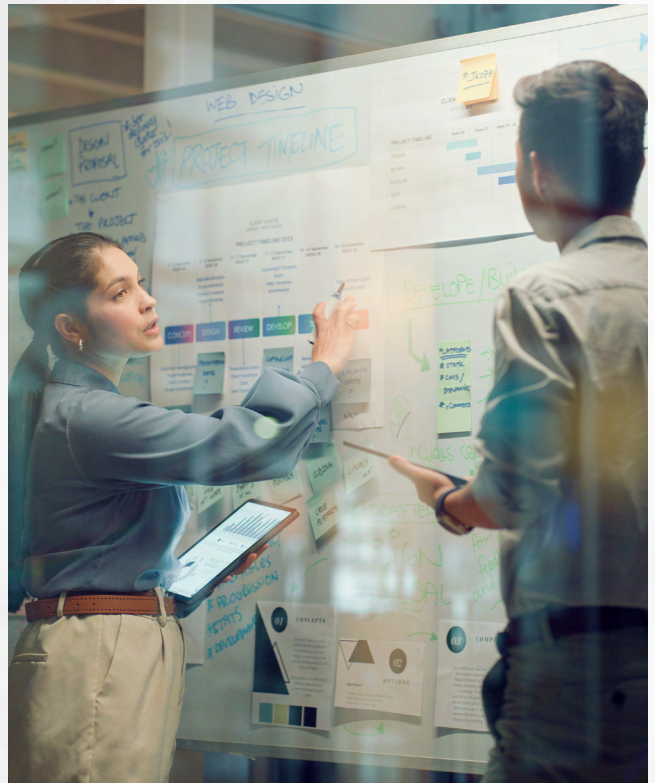
"AvePoint and ignition teams work closely together. This is based on trust, appreciation and concentrated expertise. Above all, their innovation mentality is to be emphasized - together we are developing new approaches and solutions to successfully pick up their customers in the digital working world."



Success arises between people who understand each other well and who have a serious interest in the other person. The human interaction with AvePoint - in addition to their outstanding technology - makes a big difference in our partnership."

- Tim Haas

Founder and mentor for digital processes, ignition teams



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