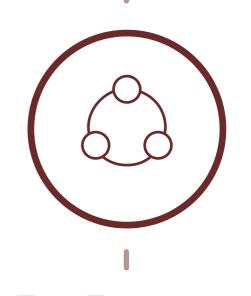# THE 7-STEP PARTNER MINI-GUIDE TO ONBOARDING CUSTOMERS

Digital collaboration has become one of the staples of today's modern workplace. Yet many organizations still hang on to legacy and on-premises applications, so it's our job to inform them of how Microsoft Teams can greatly benefit their business. This infographic provides you with a step-by-step cheat sheet to quickly and easily onboard new customers to Teams.

STEP 1 | Setting up your stakeholder community

Make sure that your customer stakeholders are the people who need to be involved in the deployment of Microsoft Teams.
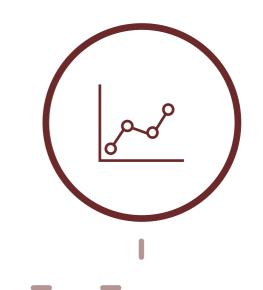
STEP 2 | Define use cases

Once you've identified your stakeholders, you can begin setting the scope and approach of the engagement. This will ensure that you have the right use cases in mind when generating user activities.

STEP 3 | Establish success criteria and KPIs

After the use cases are defined, it's crucial to establish clear business scenarios where you can effectively determine success and obtain relevant metrics.
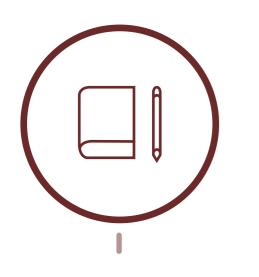
STEP 4 | Create teams and channels

Microsoft Teams allows individual teams to self-organize using teams and channels, and both can be customized to meet your customer's requirements.

STEP 5 | Develop a champions community

Gaining buy-in from every user across an organization is challenging. Champions can help alleviate this by nurturing adoption and driving engagement throughout the organization.

STEP 6 | Create a communications and training plan to help launch Teams

Work with your customer's Project Lead and Change Management Team to establish a pilot team, as well as create the necessary communications and training plans.

STEP 7 | Review and iterate success metrics and KPIs

Always check that your customer's Teams rollout is achieving the desired results and business objectives by gathering feedback and evaluating progress against the established metrics and KPIs.

For in-depth information about how to deliver a successful Microsoft Teams implementation, download the complete 7-Step Partner Guide to Onboarding Customers.

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