



# Your proactive approach to Microsoft 365 Change Management



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 [portal.change pilot.cloud](https://portal.change pilot.cloud)

 [hello@change pilot.cloud](mailto:hello@change pilot.cloud)



# Simplifying Microsoft 365 Evergreen Change Management

Organisations require a process to manage and track the M365 Message Center and Roadmap, as well as communicate and manage changes for both technical and user adoption teams.

ChangePilot enables this process by highlighting the critical updates you need to focus on.

**2085**

No. Microsoft Message Center messages in 2024

**1500**

No. changes to existing Message Center items in 2024

**93**

Average no. Microsoft 365 Roadmap items per month

## Value of ChangePilot

### Increase Operational Efficiency

ChangePilot automatically collects and summarises each Message Center item so you don't have to. We also include admin and user impact scores, release dates, and any changes made to the item over time.

### Increased Awareness of Critical Updates

By using Azure Open AI and Human Intelligence to extract the details of each item, ChangePilot removes the headache of reviewing M365 Message Center yourself and ensures critical updates are not missed.

### Maximise your Microsoft 365 Evergreen Investment

A weekly update, filtered to your preferred M365 product(s) and impact rating, is delivered straight to your inbox, along with an invite to our Monthly MVP led Change Call. Our dedicated portal provides additional information and video analysis of each change.

### Prevent Microsoft 365 Service Disruption

A reactive approach to managing changes to your M365 environment is the #1 cause of preventable tickets to your service desk. ChangePilot automates the distribution of critical updates reducing the risk of service disruption

## Key Features

### Weekly Change Reports

- Custom weekly email containing M365 Message Center item summaries
- Impact, category, deployment dates, and changes to each item included

### ChangePilot Online Portal

- All Message Center items in your tenant
- Expert-reviewed item summaries and video
- Message Center and Roadmap reports configured to your preferences


### Interactive Dashboards


- Filter by product, user and admin impact and deployment start date
- Overview of M365 change in your organisation

### Monthly MVP-led Change Call

- Video analysis of each change
- Available live and on-demand

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# End-to-end Microsoft 365 Change Optimisation

Organisations need a seamless, end-to-end process to effectively manage Microsoft 365 evergreen change. ChangePilot Pro streamlines this process by proactively communicating and enabling effective management of Microsoft Message Center and Roadmap updates, helping to extract the full value of your Microsoft 365 investment while ensuring critical updates are broadcast to relevant service owners and maintaining operational efficiency.

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## Value of ChangePilot Pro

### Optimised Operational Efficiency

ChangePilot Pro provides an integrated Microsoft 365 Change Management Process using Microsoft Teams, SharePoint and Power Platform significantly reducing the time and resources needed to manage change.

### Reduce Risk of Missing Critical Updates

ChangePilot Pro removes the headache of reviewing M365 Message Center yourself by providing daily actionable insights for each change, ensuring critical updates are surfaced and service disruption avoided.

### End-to-End M365 Change Management Process

Change summaries are pushed daily to Teams channels within your tenant for proactive notification and collaboration, and to the ChangePilot App for change management. Here you can assign item responsibility and manage status of individual items.

### Real-Time Change Insights

Interactive dashboards provide detailed change reports filterable by product. It's your go-to page for understanding how your change process is performing.

## Key Features

### Message Center Item Workflow

- End-to-end change management workflow for individual M365 Message Center items
- Actionable insights extracted by our experts
- Automated agenda for Change Advisory Board

### Microsoft Teams Integration

- New and updated items posted daily to service-specific Teams channels for easy collaboration with colleagues
- Integrate ITSM products such as ServiceNow
- ChangePilot App for centralised change management


### Management Reporting


- Overview of M365 change management in your organisation
- Detailed per-product change report
- Dynamic timeline of upcoming changes to assist with resourcing

### Monthly MVP-led Change Call

- Expert video analysis of each change

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## Choose the ChangePilot that's right for you

	ChangePilot Bulletin	ChangePilot	ChangePilot Pro
Top 5 M365 Message Center & Roadmap items	●	●	●
All M365 Message Center & Roadmap Items		●	●
Monthly Change Call		●	●
Summary Reporting		●	●
Tenant-Specific		Optional	●
Integrated Microsoft 365 Change Management Process using Microsoft Teams and SharePoint			●
Enabling a Target Operating Model to achieve Level 500 of the Microsoft Maturity Model*			●
Management Analytics			●

\*Level 500 of the Microsoft Maturity Model when applied to M365 Service Change Management