

Tralamus

**Business Process
Transformation
Accompaniment Projects**





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1. OUR MISSION: CREATING POSSIBILITIES, TOGETHER

At TALAMUS, our mission is simple: create possibilities and support you in bringing them to life.

We believe that autonomy and co-development are the pillars of successful digital transformation. That's why we use a citizen development approach, enabling users to understand, participate in, and evolve their digital tools without the need for coding. To achieve this, we combine training, coaching, and targeted support.

Our approach is iterative: we define an action plan, prioritize needs using the 80/20 method, and identify key deliverables. Our goal is to maintain a steady pace and prioritize progressive implementation over a fixed end product. User engagement is at the heart of this process.

2. CITIZEN DEVELOPMENT ACCORDING TO COPILOT

Citizen development allows non-technical people to build software applications without coding skills. These "citizen developers" use low-code or no-code platforms that offer intuitive visual environments.

This enables them to design custom solutions for their daily needs using tools like Microsoft Power Platform. It promotes autonomy, innovation, and a better understanding of tools, provided proper training is given.

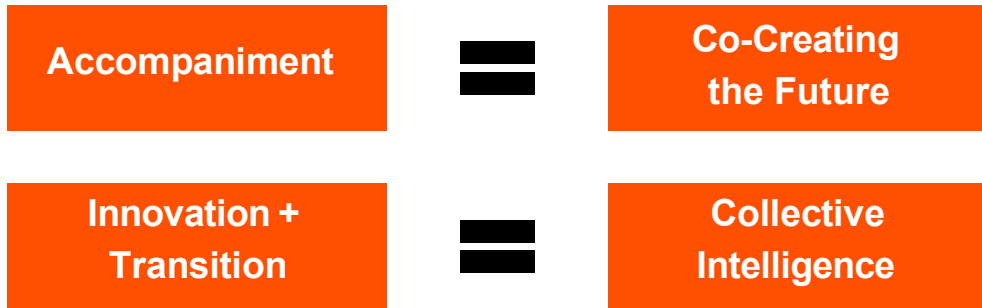
3. WORKING WITH TALAMUS

Organizations operate in complex and ever-changing environments. To adapt, they must explore new work methods, strengthen learning cultures, and build autonomy.

Our approach balances training, coaching, and task support. We train all stakeholders to actively contribute to the project through co-development workshops and shared responsibilities in creating solutions.

Where our experts handle the complex parts, internal teams contribute based on their skills. This reduces costs, improves understanding, encourages collaboration, and boosts returns on investment.





4. OUR AREAS OF EXPERTISE

4.1 Process Automation



We help you automate your processes to boost efficiency: eliminate repetitive tasks, streamline approval flows, and improve information sharing—all integrated with tools like Microsoft 365, SharePoint, Copilot, Power Platform, Power Apps, and Power Automate.



4.2 Customer Relations

We assist in implementing customer relationship management tools to:

- Increase sales through better customer experience
- Efficiently track leads, opportunities, and service calls
- Structure sales processes and improve forecasting
- Standardize and simplify customer interactions

We support you in deploying Dynamics 365 and optimizing Microsoft 365 for sales.

4.3 Document Management



We help you create a secure, well-organized document environment. Our approach covers the entire document lifecycle and accounts for stakeholder interactions.

Using Microsoft 365, Teams, SharePoint, Purview, Archive, Copilot, and Power Automate, we turn document management into a productivity lever.





4.4 Communication & Collaboration

We help improve team collaboration, information sharing, and communication.

- Enhance internal communication: new digital spaces reduce emails and improve efficiency
- Build effective collaborative spaces: reduce task duplication, co-edit documents, break silos
- Strengthen organizational memory: centralize knowledge for easy search and transfer
- Boost team agility: provide flexible, empowering tools

We support implementation using Microsoft 365, SharePoint, Teams, Planner, and Project.

4.5 Data & Business Intelligence



We help you turn your data into strategic decisions. Imagine a digital environment where data becomes a powerful, accurate source of insight. KPIs and dashboards become tools for informed decision-making.

We guide the development of a strong data culture using Microsoft Power Platform, including Power BI and Power Apps.



5. TYPICAL ACCOMPANIMENT PROCESS

1 Exploratory Meeting

This first step sets the foundation: we identify goals, challenges, and stakeholders. We also build custom learning paths from our catalog of over 100 courses on Microsoft 365 tools and digital leadership.

2 Stakeholder Training

Right from the start, teams get access to our learning platform. They can register for live sessions led by our experts via Microsoft Teams. The goal: build a solid knowledge and a shared digital culture. [See the Premium subscription here.](#) The Premium subscription serves as the foundational training offer for TALAMUS projects and provides access to the Leader and Champion learning paths required for project success.

3 Co-development Workshops

We take action with practical workshops: process analysis, mapping, tool ideation, or automation. Together, we outline the solution, responsibilities, and first iterations. Iteration is key. Rather than a fixed rollout, we favor an agile, progressive approach—testing and adapting to ensure user adoption.

4 Project Planning

Based on the workshops, we co-develop a project plan with deadlines, training phases, development stages, and coaching. Accompaniments typically last 3 to 6 months, and responsibility for the schedule is shared.

5 Team-Based Development

We build together (and show you how to go further). Trained super-users handle simple tasks while our experts manage technical components (Power BI, Power Automate, etc.). The goal: foster your autonomy over time.

6 Implementation, Change Management & Training

Success in digital transformation relies heavily on end-user training. That's why we offer over 40 flexible training courses, available online in open or private sessions, to reinforce skills.

Our change management approach is human-centered, participative, and grounded in reality. Inspired by Gartner's research, we address the main innovation blockers: inertia (comfort zone), cognitive effort (perceived complexity), emotions, experimentation, clear communication, and progressive empowerment of stakeholders.



6. KEY ROLES IN AN ACCOMPANIMENT PROJECT

To ensure smooth execution, defining roles and responsibilities is essential.

These also reflect a shared commitment to the project.

THE SPONSOR

Sponsors are project leaders. They approve investments and engage stakeholders. Designers and project managers report to them.

Responsibilities:

- Attend strategic meetings
- Proactive decision-making

THE CHAMPION

Champions are internal super-users and potential citizen developers. With our support, they can design, modify, and manage apps, reports, Power Automate flows, and business process elements. They receive training and coaching from us. Their goal: maximize autonomy and agility. They play a vital role in project success and adoption. They understand business processes and user needs.

Responsibilities:

- Attend training programs
- Contribute to development
- Manage users and assign permissions

THE PROJECT COACH

The project coach coordinates stakeholders, tracks milestones, organizes meetings, and keeps the team motivated. While we value project management, we are not solely responsible—it's best to have internal support for this role.

Responsibilities:

- Manage follow-ups and communication
- Mobilize stakeholders
- Ensure deadlines are met



THE IT PARTNER

The IT partner ensures technological environments are secure and compliant, and helps manage admin consoles.

Responsibilities:

- Manage users, licenses, and access
- Open and optimize Power Platform environments
- Manage Microsoft 365, SharePoint, Power Platform, and Azure admin consoles

THE PROJECT COMMITTEE

Includes all project members (Sponsor, Champion, Coach, IT). We recommend using a Teams group to manage conversations, tasks, and file storage.

END USERS

Include all organization members who will use and participate in the new business processes. Their adoption is crucial—even the best solution fails without end-user buy-in.

7. RATES

Application Design & Business Process Workshop

Co-development workshop to analyze, design, and plan the optimization of a process with Microsoft 365 & Power Platform.

- **Full day (7h):** \$2,390
- **Half day (3.5h):** \$1,490
→ 2 to 5 leaders, online via Microsoft Teams

Hourly Packages – Guidance & Support

Flexibility and expertise for implementation and optimization (Power Apps, Automate, BI, SharePoint, Dynamics, etc.).

- **Standard hourly rate:** \$250/h
- **3-hour package:** \$200/h
- **10-hour package:** \$175/h (10% discount)
→ Transparent billing, one package at a time



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Questions?

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