Introducing our community practice

Businesses are always looking to become more productive – which is why they turn to collaboration technologies. But all too often, it can be a real struggle to get people using them.

Sei Mani was founded to address this challenge, by creating and shaping extraordinary employee community and collaboration experiences that truly engage and connect your workforce.

With over 100 years combined community experience across a wide range of industries and technologies, our team will help you choose, implement and integrate the platforms that best meet your needs.

But it's working with you post-launch where we make the most impact. Viewing participation through the lens of human behaviour, employee experience and business benefits, we can inspire exceptionally high adoption to unlock the full value of your collaboration technology.

When to talk to us...

Whether you need advice, direction or hands-on help, our community experts can show you the way. Where are you on your journey?

I'M LOOKING TO LAUNCH

Want to create a community in your company? Then we'll help make the launch a success. Whether you need vendor selection, technical implementation, comms planning or community leadership coaching, we can take care of it all.

I WANT TO REVIVE

Got a community platform that's not quite fulfilling its potential? Let us health check, gather actionable insights and revitalise. From analysis and recommendations to full relaunch campaigns, our team has the cure for your community woes.

I'M READY TO THRIVE

Time to integrate with your other systems, or introduce bots? Then our technical specialists can guide you through solution design and delivery. Or if you just want to go bigger, our vast community building expertise will take participation to the next level.

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Our success services

> "
> I don't know how we could have launched our community without your unfailing support over the last couple of weeks.
>
> Thank you for always being available to help and still being so friendly despite my constant calls to ask for difficult changes!
>
> **VIRGIN MEDIA**
> "

DISCOVERY
Business case development
Needs analysis
Vendor selection
Use case
Project planning
Stakeholder engagement
Comms planning
And more...

BUILD AND CONFIGURE
Single sign-on
Active directory
System integrations
Site creation
Bots
Testing
Admin console coaching
And more...

PROJECT MANAGEMENT
Project initiation
Create value proposition
Compliance
Adoption Planning
Stakeholder buy in
Multi-channel comms plan
And more...

MEASUREMENT
Defining success criteria
Return on investment
Dashboards tools
Visual storytelling
Proving value
And more...

GENIUS DESK
Create user accounts
Coaching
Training for pre- and post-launch
Promote value proposition
Launch buzz
Self-learning materials
Moderation
And more...

COMMUNITY LEADERSHIP
Executive engagement
Advocate network
Group structure and conventions
Content seeding
Live launch events
Growth planning
And more...

HEALTH CHECK
As either a standalone service or a follow-up to one of our adoption packages, our Health Check will analyse and assess the health of your digital landscape.

Our adoption packages

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Sei Mani has extensive experience of driving community adoption. Whether you have 1,000 or 100,000 people, we deliver tailored packages to suit your exact needs. And no matter where you are on your community journey, we're committed to helping you move forward.

Advise

Whether you're comparing technologies or ready to inject life into your community, you'll want expert advice to turn your intent into action. We'll meet with your team, listen, share ideas and set you on the road to success.

WE WILL GET TO KNOW YOUR BUSINESS with a series of fact-finding Q&A sessions, and then deliver a discovery workshop at a location that suits you.

WHAT WE'LL COVER:
- Product demos
- Business case building
- Vision and strategy alignment
- Executive engagement planning
- Use case identification
- Value proposition
- Training and coaching
- Comms planning
- Deployment planning and technical review
- Post-launch engagement planning
- Resource and capability gap analysis

YOU'LL LEAVE WITH...
A comprehensive discovery report designed to give you clarity in your next steps. It will include a high-level plan and gap analysis, ensuring you understand pre-requisites and success factors for achieving high adoption and value with your chosen platform.

Starting at £7k*

Enable

At any point in your journey, we will bring our expertise and experience to your team, coaching them in community leadership skills. We'll co-create plans and content, gather constructive feedback and support you at every stage.

WE'LL BE TRUSTED ADVISORS TO YOUR TEAM, maintaining regular contact with you to shape, influence and implement your project plans.

WHAT WE'LL SUPPORT:
- Understand your business through workshops, surveys and persona analysis
- Community and user account creation
- Use case identification and prioritisation
- Training and coaching for the project team
- Content co-creation
- Group structure recommendations
- Identify and train community leaders
- Communications advice
- Community leadership coaching
- Executive engagement
- Analyse community performance
- Technical readiness review
- Scope, select off-the-shelf integrations and bots
- Define governance policy and moderation guidelines

YOU'LL LEAVE WITH...
Expert guidance for your project team; sound plans for launching or revitalising your community; advice on creating engaging content; community leadership skills; technical readiness; and short-, mid- and long-term strategic plans. So you can upskill and enable your team with the knowledge they need to build a thriving community that delivers results.

Starting at £20k*

Embed

Our 'full fat' adoption package embeds us in your team, providing pre- and post-launch support to establish a high-performing community. Whether you'd like us to take a visible community leadership role, or work with you behind the scenes, we'll roll up our sleeves, get stuck in and be accountable for project deliverables and community success.

WE'LL PROVIDE DEDICATED RESOURCE and be the driving force behind your community. From discovery and change management, right through to launch and community leadership, our experts are with you every step of the way.

WHAT WE'LL DELIVER:
- All the great stuff from Advise and Enable packages
- Orchestrate launch campaign
- Manage live launch events
- Create and execute multi-channel comms plan
- Promote the value proposition
- Establish a strong network of community leaders
- On-demand community coaching
- 1-2-1 executive coaching
- Scheduled training for all employees
- Create and maintain self-learning library
- 'Genius Desk' support community group
- Regular health checks and growth planning
- Share success stories and best practices
- Day-to-day community management
- Seed community with content and activities
- Site administration support
- Provide regular adoption reports
- Develop new use cases
- Identify custom integrations and bots

YOU'LL LEAVE WITH...
An established healthy community, underpinned by a support structure and a strategic plan that will deliver business results year on year. What's more, you'll have a connected workforce, where collaboration isn't the outcome but a happy consequence.

Starting at £50k*

*Additional services as required. For example, custom bot development, design and branding, maturity assessments, content creation, executive coaching, live broadcast video support, community management and moderation workshops. All prices are indicative and dependent on the size and complexity of your organisation. An average investment is between £10 and £25 per user

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Our team

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Workplace

Join us in our Workplace Community.
Sei Mani Adoption Community.

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