



MIRO SOLUTION PARTNER

Explore our services



Generation Digital

Generation Digital is an award-winning consultancy helping teams rethink how they work using AI and collaborative technology. As a trusted Miro partner since 2022, we help clients transform Miro from a blank canvas into a critical thinking space built for scale, strategy, and measurable impact.



About Generation Digital

- DX Consultancy
- Award-Winning Miro Solutions Partner (since 2022)
- Global Client Base across Enterprise and Public Sector
- Experts in AI, Collaboration, and Change Management

Our team blends enterprise expertise with startup energy. With specialists in visual collaboration, workflow design, AI enablement, and user training, we're more than just consultants, we're strategic partners who roll up our sleeves and build with you.

- Certified Miro Experts
- AI & Integration Specialists
- Human-Centred Design Facilitators
- Adoption & Change Management Pros
- Customer Success Managers

Generation Digital

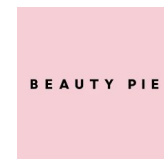
Why Generation Digital?

We work with ambitious organisations across:

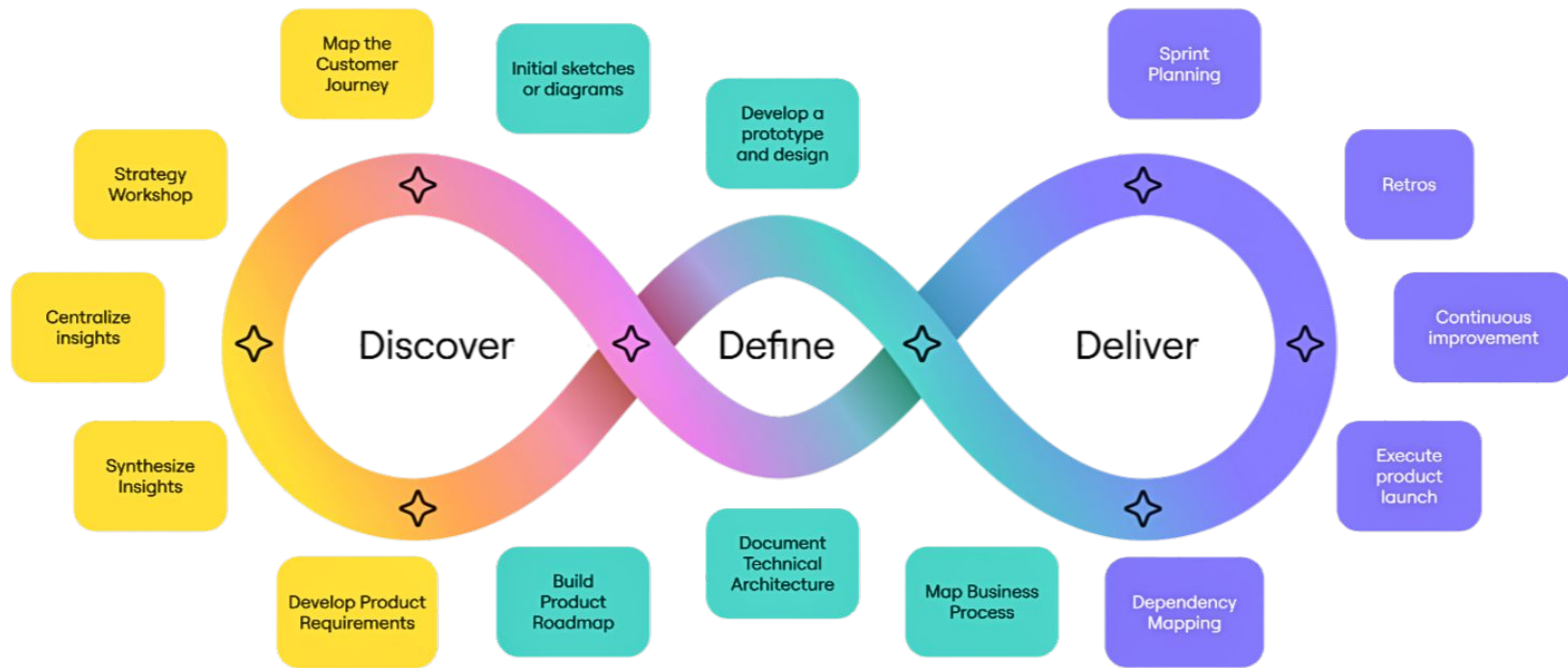
- Enterprise & Global Teams
- Public Sector & Government
- Nonprofits & Higher Education

Why choose us:

- Maximise your return on software investment
- Minimise risk during procurement
- Drive better outcomes, faster
- Flexible contracting speeding up procurement
- Global billing options: US\$, GB£, CA\$, EUR and more



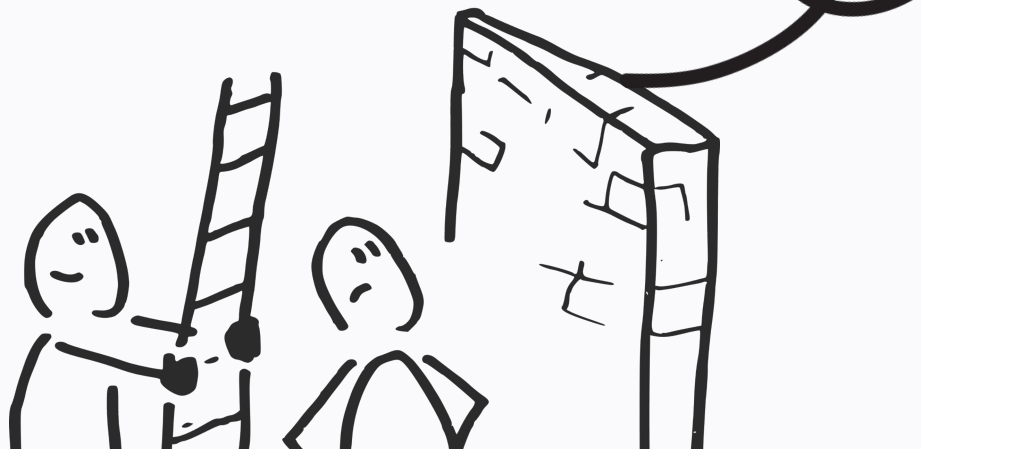
Generation Digital



Generation Digital

Generation Digital helps teams unlock real value from their tools

We combine deep product knowledge with a sharp focus on people, process, and performance. Our specialists work alongside your team to design and deliver scalable, user-friendly solutions that turn your software into serious business outcomes.



Our Capabilities

Innovation

Introducing smarter ways of working with emerging tech

Strategy

Aligning tools and teams to drive real impact

Technology

Embedding best practice for setup, workflows, and governance

Growth

Helping organisations scale with data, insights and support

Experience

Improving adoption through clarity, confidence, and delight

Generation Digital

How does it all work?

Generation Digital deliver time-bound, outcome-driven service packages designed to help enterprise teams get the most out of their software stack. Whether you're rolling out a new tool, fixing workflow chaos, or scaling success across the business, we embed ourselves in your team to make sure you see real progress—fast.



How we work

Our support typically falls into two categories:

- **Onboarding Projects**
Short, focused delivery (10–20 hours) designed to accelerate setup, improve structure, and get teams collaborating confidently
- **Advisory Engagements**
Outcome-led work packages (20–80+ hours), often on a retained basis. We operate as part of your team—either full time (40 hrs/week) or part time (20 hrs/week)—over 3, 6 or 12 months, depending on scope and complexity.

Who delivers it

Our services team brings a mix of technical depth and strategic thinking to every engagement:

- **Adoption Leads**
Specialists in change, enablement, and user behaviour. Ideal for long term advisory work where adoption and transformation are a priority.
- **Platform Architects**
Technical experts focused on governance, configuration, integrations, and migration planning. Perfect for teams scaling or modernising.
- **Onboarding Consultants**
Focused on helping teams get value from day one. Handling setup, workflows, and users experience to ensure nothing slows you down.



Onboarding Services

Our onboarding packages are designed to get your teams up and running quickly, with the right setup, structure, and user confidence from day one. We focus on eliminating friction and accelerating time to value.

Duration: 10–20 hours

Delivery: Short-term, project-based engagement

Examples of Offerings:

- Workspace configuration
- Team and user onboarding
- Governance and permission setup
- Process mapping and workflow templates
- Hands-on training sessions



Advisory Services

Advisory engagements provide deeper, long-term support. We embed with your team to guide adoption, improve processes, and deliver measurable outcomes over time.

Duration: 20–80+ hours or ongoing over 3, 6, or 12 months

Delivery: Retained support on a part-time (20 hrs/week) or full-time (40 hrs/week) basis

Examples of Offerings:

- Workflow optimisation
- Cross-functional rollout planning
- Integration scoping and advisory
- Centre of Excellence setup
- Change management and enablement strategy

Generation Digital

Take the next steps to success



Let's explore how we can help.

- 1) Book a Discovery Session
- 2) Share Your Current Miro Usage
- 3) Receive a Tailored Adoption Plan

 hello@gend.co

 www.gend.co



Launch

Foundations for Scale and Collaboration

Set Miro up to scale not just to start.

We help you configure workspaces, permissions, templates, and security policies to align with your organisation's needs.

Minimum Commitment: 10 hours

Key Outputs:

- Workspace Architecture & Governance
- SSO, SCIM, Access Controls
- Core Templates & Navigation System
- Team Onboarding Kits
- Launch Playbook & Enablement Sessions
- Audit of Existing Collaboration Tools
- Success Criteria & Outcome Definition
- Integration Needs Assessment
- Initial Recommendations & Fit Score



Adoption

Build Confidence and Culture

If Miro isn't being used well then it's not a people problem, it's a design problem.

We build tailored adoption plans rooted in behaviour change and practical use cases.

Minimum Commitment: 20 hours

Includes:

- Miro 101 + Role-Based Training
- Facilitator Coaching & Ritual Design
- Team Use Case Boards & Libraries
- Champion Enablement Programmes
- Adoption Metrics & Dashboarding



Growth

Expand Across the Organisation

When your teams are confident, it's time to scale.

We help organisations extend Miro into product, design, HR, ops, and beyond integrating it into the operating system of your business.

Minimum Commitment: 30 hours

What We Cover:

- Departmental Expansion Plans
- Integration with Jira, Asana, Confluence
- Workflow Automation
- AI Feature Enablement (e.g., Miro Assist)
- Executive & Cross-Team Strategic Workshops



Support

Keep Momentum and Value High

Miro isn't "set and forget." It's living infrastructure.

We provide retained support to keep everything optimised and evolving.

Minimum Commitment: Monthly hourly by agreement

Support Activities:

- Monthly Office Hours & Admin Coaching
- Health Checks & Usage Reviews
- Template Refresh & Feature Rollouts
- Team Onboarding Packs
- Quarterly Strategic Reviews



Ad Hoc

Expertise When You Need It Most

Our **hourly support model** offers expert guidance on demand and is perfect for solving challenges, enabling new features, or helping your teams get unstuck quickly.

No commitment.

Just the help you need, when you need it.

How We Help (Billed Hourly):

- Expert-led troubleshooting and platform fixes
- Fast-turnaround support on boards, templates, and setup
- On-demand onboarding or training sessions
- Security, access, and admin changes
- Integration advice or mini-workshops
- Advice on new feature enablement (e.g. Miro Assist, Smart Meetings)

Service Features	Launch	Adopt	Grow	Support
Enterprise Setup & Admin Configuration	✓	✓	✓	✓
Team Workspaces & Folder Design	✓	✓	✓	✓
SSO, SCIM & User Provisioning	✓	✓	✓	✓
Governance & Workflows	✓	✓	✓	✓
Miro AI Enablement & Training		✓	✓	✓
Miro Assist & Smart Meeting Templates		✓	✓	✓
Departmental Use Case Rollouts		✓	✓	✓
Custom Template & Workflow Creation		✓	✓	✓
Integrations (e.g., Jira, Azure DevOps, Confluence)		✓	✓	✓
Change Management & Champion Programmes			✓	✓
Team-Specific Training Plans			✓	✓
Blueprint Rollout Facilitation			✓	✓
Usage Insights & Adoption Dashboards			✓	✓
Quarterly Optimisation Reviews				✓
Innovation & Whiteboarding Workshops				✓
Executive Strategic Alignment Sessions				✓
Ongoing Feature Enablement & Release Training				✓