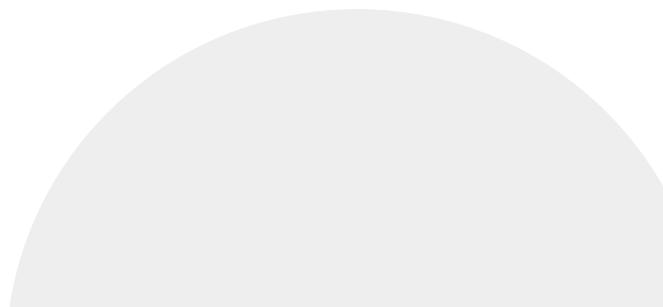


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Case Study



# How to drive O365 adoption to increase business productivity (and make end-users and IT happy)?



Paweł Borowiecki



## Executive summary

The company is one of the largest FMCG-oriented capital groups on the Polish market. Their products are being exported to over 60 markets around the world. In their pursuit of increasing competitiveness and strengthening market position, the client invests in development and improves company infrastructure.

## Description

### Customer challenge

To continue the streak of successes in the market, the group decided to modernize its office tools. Through the adoption of the Office 365 suite in cooperation with Predica and Microsoft, the client could gain useful modern workplace features, making it easier for knowledge workers to organize meetings (with shared calendars through Exchange Online), share and exchange information (with SharePoint Online and OneNote), and communicate (with Skype for Business).

### Project goals

- Providing support with preparation (identity management, tenant provisioning), implementation of Office 365 services and intranet based on SharePoint Online, and migrating to new environment.
- Driving the adoption and usage of newly implemented Office 365 services and changing common, counter-productive end-user habits (like sending files via e-mail or arranging meetings over the phone).
- Transferring technical knowledge to the IT department members responsible for managing Office 365.

### Solution

Predica conducted Architecture Design Sessions in cooperation with the client's IT department to plan implementation and migration of the existing environment to O365. We also ran two series of workshops during the project.

- The aim of the first series was to collect end-users' requirements, especially for intranet implementation, and to agree upon the objectives for the project.
- The second series, dedicated for high-level managers, was a practical workshop to demonstrate new possibilities, real-life scenarios and practical usage examples of O365. The participants used O365 tools which meant that they could see the benefits of the new software in practice. Thus, they became ambassadors of new solutions to their respective teams.

We were also responsible for maintaining communications with the end-users during the project and delivered dedicated technical workshops for the IT department.

## Technologies

Office 365

## Country

Poland

## Industry

FMCG

## Company Size

2 000+

## Duration

September 2016 – May 2017



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Interested?

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