

Integrated Solutions Sp. z o.o.

# Modern Work and Collaboration

Modern collaboration and  
communication services



Digital Solutions Partner



# Customer situation



## Challenges

Choosing the proper strategy in digital transformation using **modern communication and cooperation** solutions from Microsoft.

Practical use of **Microsoft modern services** in daily work. Effective use of **Teams** - in the area of Meetings, Phones and the use of **Power Platform. Viva** with Connections, Learning, Topics and Insights modules. Gaining practical knowledge in the field of **Change Management** area (PROSCI), **Endpoint Management, FrontLine Workers and Teamwork Deployment**.

Improvement and increase **productivity of employees** at all levels.

Provide solutions for remote working in a **distributed work** environment.

Increased **protection for endpoints**

**Eliminate risks** associated with outdated solutions.



## Perfect Solution

Assistance in choosing the most effective strategy of using modern Microsoft services from the area of **Modern Work and Collaboration** in the process of digital transformation.

In-depth analysis of user and workgroup profiles, existing software deployments and licenses to provide the most appropriate **Microsoft solution** and their combinations.

The workshop aims to ensure alignment between technical requirements, end users and business needs for **better productivity**.

Providing tools to holistic support device protection in a distributed work environment.

Provide support in cost optimization for the company's existing investments while improving the performance of key areas.

Provide support and development services for employees to increase their awareness, knowledge, productivity and engaged to their work.



## Desired Outcomes

The workshop provides ready for deployment a full strategy and action plan for the digital transformation journey in the area of collaboration and communication.

The workshop helps to learn about the particular services of modern work, how to use them, how to combine them and which options to choose for specific scenarios.

The workshop will help in the deployment of modern services, thus increasing productivity and modification of current processes thanks to **Power Platform**.

The workshop will help in the service deployment for remote work using **Teams** which will significantly affect increase user awareness in the area of cooperation and communication.

The workshop will help deploy **VIVA** environment and learn how use this solutions to increase productivity and engaged to the work.

The workshop will provide practical knowledge of adoption and change management using the **PROSCI** methodology for high-level managers.



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# Modern Work and Collaboration

Modern collaboration and communication services



The **Modern Work and Collaboration workshop** is dedicated to organizations that are at the beginning or in the middle of their digital transformation journey and would like to use Microsoft's modern collaboration and communication services in their daily work.

Teams Meetings

Teams Phone

Power Platform  
for Teams

VIVA  
Connections, Learning,  
Topics and Insights

Teamwork  
Deployment

Endpoint  
Management

Adoption & Change  
Management

Frontline Worker  
Solutions

The **Modern Work and Collaboration workshop** is designed primarily for decision-makers, those responsible for change in an organization, and stakeholders. The workshop agenda can be tailored to the expectations and specifics of work, regardless of its size or nature.



# Customer Success Story



## One of the largest industry companies in Poland.

- Delivered Q4 2020
- Industry/Poland

**Customer challenge** – The main goal for the Customer was to effectively transform the existing outdated workflow solutions and align the new model with the strategy based on high availability, flexibility and seamless integration with other applications, including CRM and ERP, while ensuring high security and compliance with regulatory requirements. Additionally, the new solution was expected to provide the ability to work seamlessly remotely in a highly distributed work environment - even in the outdoor. They were looking for a solution that provides continuous access to data and tools used by different groups of employees with control over permissions and the ability to share resources outside the company structure. Another important aspect was to reduce the costs of maintaining the current environment, while maintaining the same or better efficiency of operation.

**Solution** - During the workshops, the customer received a wide range of practical knowledge supported by scenarios tailored to the situation in which he was currently. The workshop participants got to know the practical side of the offer of modern Microsoft services and high-level managers received practical knowledge regarding adoption and change management using the PROSCI methodology. At the end, the Expert Engineer (who delivered the workshop) has provided a RoadMap for future activities, into steps to be performed as soon as possible and recommendations for development for the future.

## Win Results

The workshop was conducted on practical examples of using specific **Microsoft 365** services from the area of **Modern Work and Collaboration**.

Thanks to the workshop, the employees have effectively **increased** their **competences** in modern work.

The workshop showed how to control the security of **unauthorized work tools** by the IT department

Thanks to the workshop, the Customer has **increased** the effectiveness and involvement of employees in their daily work by approximately **35%**.

Thanks to the workshop, the customer has acquired knowledge of how to effectively implement new solutions using **PROSCI** methodology for high-level managers.

The workshop showed how the **Microsoft Endpoint Management** solution can significantly increase the level of security of the work environment and document workflow.

After the workshop, the Customer decided to implement **Microsoft 365** for a pilot group of 30 employees in combination with Change Management strategy according to **PROSCI** methodology. The use of **Teams** allowed to standardize the area of communication by connecting teams from remote locations. The Customer launched thematic websites and a centralized document repository thanks to the **SharePoint** service. Employees were provided with tools to analyze their daily work and support their efficiency and knowledge thanks to **VIVA**. Security policies were developed for endpoint devices along with appropriate levels of authorization. In addition, the Customer received practical knowledge in the field of business process automation thanks to **Power Automate** and the basics of using **Power Apps** as the main tool when designing solutions for their own needs.