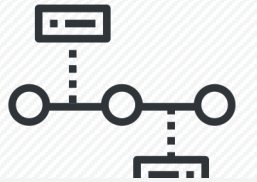


Customer Success



About the Client:

- Regional healthcare provider leveraged their existing Microsoft 365 infrastructure to build a unified intranet and communications experience to circulate critical and timely information to correct party

Background and Challenges

- Over 50% of the client's employees are clinical or mobile users.
- These employees have limited access to a computer, limiting their access to company communications.
- Additionally, when they are able to access a computer, they have to open many different applications to perform their job duties.
- Before Viva Connections was implemented, Geisinger's SharePoint intranet received 97% of its traffic from desktop users.

Solution

- Taking advantage of Viva Connections, Withum supported Geisinger in creating a launchpad for staff to access the information they need from any device.
- Withum developed custom cards to allow users to find the information they need directly in Viva.
- Withum's Important News card allows the client's communication team to select new stories shown to all users until the read the news article.
- Withum also created a card to allow users to find other employees directly from Viva Connections.

Benefit and Results

- Viva Connections helped the client increase the effectiveness of employee communications by providing better access to communications for the mobile workforce and created a frontend launchpad to important applications and resources.
- Employees who are well-informed can better support the goals and mission of the organization.
- Segmented communications so parties will only see information that is relevant to them
- Improved communication between client and Human Resources content,
- Additional efficiency will also be achieved in the future as the client consolidates activities together in one space through Teams and Viva Connections.