

# Microsoft Customer Success Stories



Microsoft



ScreenCloud

We're better together.



## Microsoft Teams app being used by UK Ambulance Service

Integrating communication  
channels with screens  
helps get critical messages  
to the right frontline  
workers at the right time



**NHS**

**South East Coast  
Ambulance Service**

NHS Foundation Trust



**PP expiring products 2023...**

Scan me to view on your phone

## PP expiring products 16.08.2023

Morning all. Attached latest  
spreadsheet from the Medicines  
team that shows PP drugs which  
are soon to become out-of-date.  
This helps the OTLs to chec...

Tom Pullen

17th Aug

# SECAmb optimizes operational efficiency by providing employees with timely and accurate updates via screens, enhancing preparedness.



**Industry**  
Healthcare



**Region**  
UK



**Employees**  
3,300+

*We had previously used other digital signage solutions, but they were slow to update, hard to manage, and encountered numerous integration issues. After months of evaluation, ScreenCloud impressed us. They swiftly set up and integrated with our solutions, including a useful demo that secured internal stakeholder buy-in.*

**Chris Evans, Head of Critical Systems at SECAmb**

## Challenge

SECAmb faced an urgent need to quickly distribute updates to paramedics and other deskless workers at emergency call stations. The lack of access to the organization's integral communications channels resulted in delayed acquisition of vital details needed to perform their duty such as relay information regarding road closures or changes in available resources.

## Solution

SECAmb integrated MS Teams to display channel updates on screens, improving information relay between on-site and off-site workers. This integration ensured timely and informed decision-making, helping SECAmb to reshape its operations, strengthen top-down communication, and provide mission-critical content at both an organization-wide and local level.

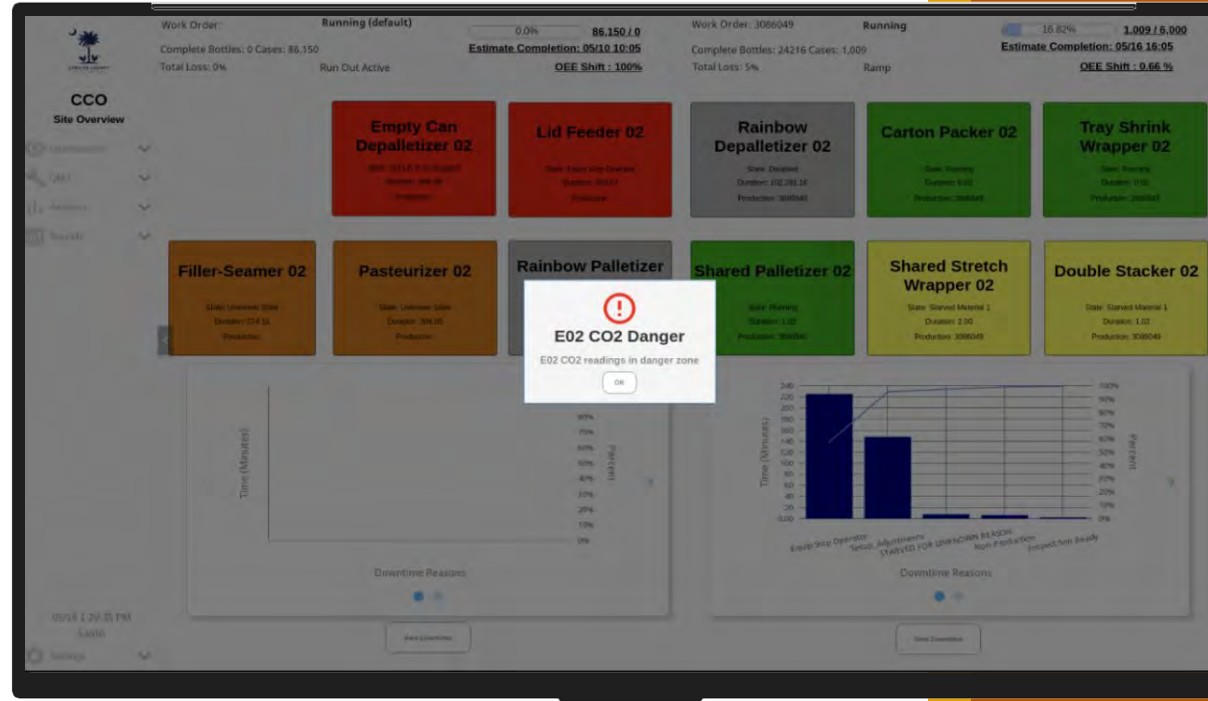
## Result

As a result, SECAmb was able to position its employees to respond nimbly to challenges. This streamlined approach translated into an annual saving of 350 man-hours during out-of-hours periods, which had previously been allocated to internal support requests. Overall; enhancing operational efficiency and agility, conserving administrative time, and empowering teams to deliver better emergency care.



# Microsoft PowerBI app being used by UK Winery

A CO2 alert, 'interrupting regular programming', promoting situational awareness and workplace safety for deskless workers



**UK Winery bridges the information gap for their deskless workers, extending company wide message to the factory floor while providing production visualization.**



**Industry**

Manufacturing



**Region**

US



**Employees**

7,000+

*As we continue to grow our locations, we are looking for a standardized solution. Looking at all our screens from a single plane of glass if you will, with the ability to assign role based access, define the locations, so that the right folks can actually create the right content. We want to be able to send out corporate communications to all locations, set up dashboards, but also use local content like birthdays.*

**Sean ODonnel, Sr. Manager Tech Platforms**

## **Challenge**

The winery faced a communication problem as the company expanded. Company-wide information was shared with front-of-house workers on one platform, excluding back-of-the-house employees on the factory floor due to screens operating on another an entirely different platform. This hindered communication and corporate's ability to send a unified message and manage all scenes and screen content from one tool.

## **Solution**

By using ScreenCloud, the winery unified its content management system for both front and back of the house, supporting dashboard integrations and streamlined functional communication. Helping to bridge information gaps all while providing essential information for daily operations.

## **Result**

This capability easily integrated Microsoft PowerBI apps for live alerts, allowing for rich visualization of work order progress while also being able to deliver company-wide and location-specific messaging. This not only improved workplace communication and efficiency but also enhanced health and safety awareness. It helped the winery foster a sense of connection, enhance healthy & safety messaging, and facilitated informed decision-making for both corporate and factory workers.





## Microsoft OneDrive app being used by Werner

Repurposes existing content,  
reduces reliance on designer  
resource and builds  
connection with leadership



*“Nothing we do is  
worth getting hurt or  
hurting others.”*

~ **Derek Leathers**  
Chairman, President &  
Chief Executive Officer  
Werner Enterprises, Inc.

**Werner Enterprises emphasizes an employee-first culture by promoting driver safety, and boosting compliance, wellbeing, and retention.**



**Industry**  
Logistics



**Region**  
US



**Employees**  
71,000+

*We need to communicate value, we need to communicate opportunities and we need to connect with each other. ScreenCloud allows you to have is this instant connection. With just one click, your message is where you need it to be.*

**Johnny Voruz, Product Owner at Werner**

## Challenge

Werner struggled with manual and outdated digital signage tools that lengthened the content creation process and depleted their most valuable resource – time. Their aim was to enhance employee engagement and emphasize their safety-first company culture with the hopes of addressing high turnover rates in the trucking industry.

## Solution

With ScreenCloud, Werner seamlessly integrated their existing OneDrive folders, generating visually compelling slideshows of driver safety messages. Real-time updates and modifications made to the original folder automatically reflected on screens, eliminating the need for manual content population. This approach allowed them to efficiently promote driver safety messaging, recognition, and training resources.

## Result

By reinforcing safety messaging through ambient screens positioned in common areas, Werner not only strengthened the connection between company values and employees but also leveraged their assets in innovative and impactful ways. This approach helped reinforce Werner's unwavering commitment to safety, all while streamlining the content creation process and maximizing their tech stack.



# Microsoft Excel Sheets app being used by T-Mobile

Replacing paper systems  
with screens improves  
decision-making speed  
and accuracy, and drives  
increased revenues across  
sales teams



OpEx Scorecard		Data A	Data B	Data C	Data D	Data E	Data F	Data G
North East		87.80%	100.00%	0.71%	0.00%	100.00%	75.89%	13.95%
Greater DC / Virginia		87.80%	100.00%	0.71%	0.00%	100.00%	75.89%	13.95%
Baltimore		87.80%	100.00%	0.71%	0.00%	100.00%	75.89%	13.95%
1051	Harborplace Mall	87.80%	100.00%	0.71%	0.00%	100.00%	75.89%	13.95%
1053	White March Mall	100.00%	100.00%	5.00%	0.00%	18.75%	82.10%	30.00%
4704	Arundel Mills Mall	82.47%	100.00%	3.66%	0.00%	62.50%	68.39%	9.01%
8311	Towson Town Center	100.00%	92.00%	3.20%	0.01%	44.44%	67.11%	19.74%
8387	RT1 & RT 24	84.62%	96.43%	3.88%	0.00%	23.53%	66.50%	2.47%
8801	Belair Rd & Rossville Blvd	100.00%	100.00%	6.25%	0.00%	70.37%	74.60%	17.17%
9135	York Rd & Cranbrook Rd	82.86%	100.00%	4.96%	0.02%	40.00%	76.07%	20.83%
9535	West 41st & Hickory Ave	100.00%	100.00%	3.06%	2.40%	28.57%	86.52%	34.38%
9679	Eastern Blvd & Old Eastern	100.00%	98.31%	3.81%	0.00%	52.94%	69.52%	29.03%
9864	Ritchie Hwy & Ordnance Rd	96.97%	98.57%	1.20%	0.00%	41.67%	68.71%	6.67%



# T Mobile replaces paper systems with screens to enhance decision-making speed and accuracy, leading to amplified revenues across sales teams.



**Industry**  
Telecoms



**Region**  
Global



**Employees**  
71,000+

*We needed to give the back office a much needed and long overdue makeover. It needs to be in a way that's fun for employees & easy to manage remotely and ScreenCloud seemed like the natural solution to accomplish both.*

**John Babai, Operations Manager at T-Mobile**

## Challenge

T-Mobile faced the challenge of efficiently disseminating up-to-date information to its workforce across various office districts. The paper-based approach, with sales figures being printed and stuck to the back office wall each week, was proving time consuming, leading to constant manual updates, wastage, and hard to read due to small print size.

## Solution

Using ScreenCloud, T-Mobile was able to integrate existing Excel sheets, and build and share spreadsheets online that automatically reflect on screens. Transforming a previously manual process into an automated system, delivering real-time sales data and valuable insights to sales teams with instant access to the right information at a glance.

## Result

The outcome was a notable enhancement in both the speed and precision of decision-making processes, leading to a boost in revenue generation across T-Mobile's sales organizations. The solution diminished reliance on external sources for data retrieval, streamlined workflows, and allowed managers to analyze trends. Through the gamification of visualized data, this in turn nurtured a culture of healthy competition.



## Microsoft Viva Engage being used by Eastern Europe Agriculture Farm

Viva Engage does not only help share company wide messaging, it can reconnect your most digitally detached workers



Training Week: Fire safety on the farm To ensure the safety of our team and animals, it is vital to stay updated on the latest fire safety training and to understand how to prevent field fires. #train...

Gerry Dorman



# Eastern Europe agriculture farm tackled engagement challenges posed by agriculture biosecurity regulations through technology and information sharing.



**Industry**  
Agriculture



**Region**  
EU



**Employees**  
150+

*Our teams are busy and lack time to create content for both Viva Engage and screens. A tool that can transform Viva Engage messages into visually appealing content for screens would simplify our lives. Communication through both platforms is equally important to reach everyone and make an impact.*

**Karolina Rytter, Communications Manager**

## Challenge

The customer heavily relied on Viva Engage for internal communication, but biosecurity regulations prevented personal items on the job site. To keep these deskless workers informed about company news, events, and updates, Viva Engage messages had to be reformatted into screen-friendly PowerPoint presentations, doubling content manager workloads.

## Solution

The customer used ScreenCloud's Viva Engage integration to automatically post messages from channels to screens using predefined templates, bypassing the need for designers. This solution removed duplicated efforts, improved efficiency, and ensured vital information reached deskless workers promptly and seamlessly.

## Result

This enabled workers to stay informed without delays, while saving a significant amount of time and effort from the admin side. This immediate visibility and communication without barriers kept deskless workers updated and aware of critical job-site updates, helping to foster a culture of inclusivity and workplace preparedness.