

A horizontal banner image showing a person's profile on the right, looking at a computer monitor in the center. The monitor displays a video conference with several participants. The background is slightly blurred, showing office equipment like a desk lamp and a calendar.

## Client Story

# Facilitating a Smooth Transition to Microsoft Teams for Leading Transportation Company

A U.S.-based transportation and logistics company was struggling with inconsistent communication tools and needed a partner to help it transition to Microsoft Teams®. Our significant emphasis on OCM activities made the move a resounding success.

### Industry:

Transportation and supply chain management

### The challenge:

Inconsistent communication tools made collaboration difficult. The company needed a platform that would create uniformity and amp up security.

### The solution:

Insight's team took the time to fully understand the client's current challenges and future goals before moving forward with a Microsoft Teams implementation.

A transportation company based in the U.S. excelled at connecting customer operations across the country through supply chain and fleet management.

However, when it came to its corporate offices, the organization struggled with inconsistent communication tools, making it difficult and inefficient for internal teams to collaborate.

From the executive level and down, communications were split between email, Skype® and other virtual platforms, creating an environment that was frustrating for teammates to use and complex for the company to manage.

The business wanted one platform that could create uniformity and amp up security — and it needed to implement this new platform without creating unnecessary downtime.

*The company needed one platform that could help create uniformity and amp up security across the business.*

## Engaging Insight

Seeking the right communication tool and partner to manage implementation, the company turned to Microsoft for advice. Microsoft immediately recognized the Microsoft® Teams application as an ideal solution to resolve the company's communication and collaboration difficulties. And, because of our 25+ year partnership, Microsoft knew that Insight was the partner to help the organization make the move.

Insight is in the top 1% of all Microsoft partners and has 16 Gold competencies, including Application Integration, Collaboration and Content, and Communications. We've received Partner of the Year awards in everything from security and compliance to the Internet of Things (IoT).

## Getting the facts

Once Microsoft made the initial introductions, Insight's team immediately led a discover and design initiative to understand the client's current challenges and desired business outcomes. We used this information to not only confirm that Microsoft Teams was the best choice to meet the company's needs, but also to create a thorough implementation strategy, providing a clear roadmap for the project.

We decided on a phased rollout of the program, with Insight onboarding team members one group at a time. Pilot groups were chosen to receive Teams first in order to identify weaknesses during implementation and make the process smoother for the rest of the company.

## The pilot phase

Through close collaboration with Microsoft and the client's internal team, we delivered customized communications, training and support that were designed to maximize the speed of adoption, as well as drive higher usage.

After launching the first pilot in January, adoption began to rapidly accelerate. Teams usage eclipsed Skype® for Business within 45 days, and by mid-March, active daily users across the organization reached approximately 10,000.

During implementation, the client's internal desktop support team received very few calls regarding Teams. This was the result of a carefully managed plan to ensure that the existing desktop support staff members weren't severely impacted. Over the entire rollout process, less than 30 calls were received and most were simple install questions that were easily and quickly resolved.

## A smooth implementation

By implementing the rollout strategy and placing a significant emphasis on Organizational Change Management (OCM) activities such as analysis, communications, training and support, Insight helped the company complete a rapid, seamless transition to Microsoft Teams. The client's team members felt little-to-no interruptions to daily operations while adoption and usage climbed quickly. The transition also significantly upgraded remote work readiness and capabilities in a time when they needed it most.

Now, employees are getting the most out of their new, modern collaboration platform. Insight received extremely positive feedback from the entire organization about both the tool itself and the implementation:

*"Microsoft Teams has been a fantastic tool. We're heavy users of video capabilities and online screen sharing. Kudos to all involved in launching [it]."*

"Having Teams has been a blessing to keep our office fully productive in these tough times. Great tool!"

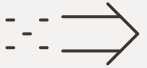
"So far everyone using Teams with me has commented that they like it much better. Great job! Great idea!"

## Benefits & outcomes:



**Significant emphasis on OCM activities**

**Rollout completed in phases, with pilot teams first**



**Teams usage eclipsed Skype for Business within 45 days**

**Less than 30**

**support calls received by the internal IT team**

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