



IMPLEMENTING OFFICE 365 TO DRIVE AND MEASURE EMPLOYEE ENGAGEMENT

A Texas State Agency uses Microsoft Office 365 and Teams to improve communication, collaboration and productivity across the organization.

The Agency was looking for a way to drive employee engagement by enabling their global investment workforce to seamlessly communicate and collaborate from anywhere in the world on any device. As one of the top places to work in Central Texas, the Agency knew they needed to upgrade their technology to keep pace with the talent they were hiring. With Catapult's help, they were able to assess their digital workplace and strategically implement Office 365. By focusing on Teams, Catapult was able to deliver and measure continuous user adoption while maintaining a secure Office 365 environment.

THE CHALLENGE:

The Agency had been operating using dated legacy systems with limited functionality, and they knew they needed to upgrade their technology. Catapult conducted a Digital Workplace Assessment to understand the organization's needs, engaging with multiple business groups to understand the tools required to be effective and meeting with enterprise IT to understand various timelines and constraints.

Through this process, Catapult identified three major organizational challenges: the need for telecommunication, the need for improved collaboration and the need for more

efficient communication. It became apparent that employees needed the ability to securely access business data anytime, anywhere and from any device in order to work remotely, including internationally. Employees needed flexibility to collaborate beyond the capability of email and Skype for Business in order to collaborate and share information.

Catapult and the Agency discovered that the Office 365 platform—specifically Teams and SharePoint—aligned with their business needs and met their regulatory and governance goals. Catapult worked directly with business groups and IT to pilot Office 365 and expand into a full production rollout of Teams. Improved technologies and new ways of working would ultimately boost employee engagement, agility and collaboration as well as attract and retain talent.

THE SOLUTION:

Catapult worked with IT and the business side of the organization to develop a deep understanding of business needs and map those needs to the latest capabilities of Office 365. What Catapult discovered was the Agency's need for governance and record management and matched that need to Microsoft Teams to deliver a highly usable, well-structured and secure environment.

On the business side of the organization, several groups were established in order to manage change. The Program Team managed and made decisions regarding the planning, implementation and success of the Digital Business Transformation Program. The Digital Experience Team provided front-line application functionality support and facilitated training development and delivery. The Office 365 Governance Team made decisions on information protection and information management in the Office 365 environment. Finally, the Office 365 Technical Team researched technical capabilities, functionality and technical best practices in the Office 365 environment.

The Agency wanted to measure Teams employee engagement and adoption objectively, so they worked with Catapult to leverage Office 365 out-of-the-box reporting, custom analytics and Power BI dashboards. They saw Teams active users go from 65 in October 2018 to 814 in August 2019. Armed with their ability to objectively measure satisfaction, they were able to focus on continuous user adoption. Through a variety of training channels—including study halls, self-help pages, office hours, lunch and learns and clear consistent messaging, including use stories being distributed throughout the company, the Agency was able to provide a modern, efficient work environment to enable and engage their employees.

“ We needed to find a way to make our communication more collaborative and efficient without sacrificing security and compliance. That’s what led us to Teams. As we moved into the age of telecommunication, people wanted to work from anywhere on any device, and as an organization, it was our job to make sure we had the technology to support that effort. Teams lets us do that without compromising the quality or work.”

State Agency Director of Business Relationship Management