DIVURGENT

Microsoft Teams Adoption

Due to COVID-19, one of the largest insurance providers in the South-Central Region of the United States needed to quickly move to a remote environment amid an ongoing transition from Skype to Teams, as part of a larger Microsoft 365 implementation, which left the organization needing to quickly drive adoption of the new remote collaboration and communication platform, Teams. During the transition, in technology and working environment, the organization faced a significant business challenge around low Teams adoption and usage.

The insurance provider engaged Divurgent to identify training gaps and increase adoption through their three-phased adoption approach. Working closely with our client's team, we took on training, communication, and adoption monitoring.

Our Partner

Large insurance provider located in the South-Central Region of the United States, the company and it's affiliated companies have more than 3,000 employees, providing affordable, reliable insurance plans. The organization offers health and dental insurance policies and a full portfolio of health management tools and resources designed to improve the health of their members.

The Solution

Divurgent dedicated a team to deploying Teams across the organization starting with a group of 600 users over a period of 3 months and rolling out to the remaining 2,600 users thereafter.

Phase I – Discovery
During this phase, we worked with system champions to develop unique personas that helped our team understand how employees would use the platform and developed customized training across each persona.

Phase II – Pilot Phase
In this phase, we launched a pilot training program across a small group, utilizing eLearning, specialized webinars, and utilized our super users and champions to further refine the training program and optimize content for Phase III.

Phase III – Deployment
For the final adoption phase, our team deployed training content, communication, and onboarding efforts, including large-group webinars and trainings, 1:1 trainings, and white glove approach training for some personas. During this phase, we closely monitor usage analytics to understand system usage and determine areas that need additional training or support, create new FAQs, and refine delivery methods.

The Results: $3M+ Value

Total savings of more than $3M as a result of accelerated adoption of Microsoft Teams within six months vs. organic adoption target of 12 months

High team member satisfaction scores across Pilot Program Training

Reduction of Help Desk Team strain through Tier-0 Help Desk Support, provided by Tobias

Additional benefits from implementing Teams:

Reduce the total number of meetings and their duration

Team Members save four hours per week from improved collaboration and information sharing

Team Members save more than one hour per week by not having to switch between applications

14% Having resources available online in Teams reduces downtime by 14.6%