

Case Study

Global real estate firm drives employee collaboration with new digital workplace solution

Unified communications platform
speeds up onboarding process by 30%

Case Study

Global real estate firm drives employee collaboration with new digital workplace solution

"It takes a village" is a common phrase with a profound meaning. Any successful endeavor results from the ideas, knowledge and coordination of many. When searching for that perfect piece of property, it is essential that all the people making it happen be on the same page.

The situation: Disparate IT systems hinder productivity

This leading global real estate services firm strives to help people reimagine how they work, shop and live. After several acquisitions, the company had more than doubled in size to some 50,000 employees working across dozens of countries.

The mergers also meant that it had to consolidate seven disparate systems onto a single, common platform. What it wanted was a single communications platform that would increase employee productivity and be easily accessible from anywhere,

anytime. The company engaged Avanade for our knowledge and proven track record in successfully implementing both cloud solutions and Microsoft Office 365. It was confident Avanade could help successfully combine legacy on-premises and cloud environments in a single cloud-based Office 365 solution.

The solution: Cloud-based platform drives improved engagement and productivity

Avanade deployed a cloud-based Unified Communications and Collaboration solution through Microsoft Office 365. The solution provides a flexible, cloud-based email and intranet portal that integrates new employees and business units quickly while ensuring increased productivity.

This digital and mobile workplace allows employees to enjoy a quick, secure and flexible experience. Employees can now log in to a single system and see their colleagues' profiles as well as communicate directly and instantly through a variety of methods (e.g., instant messaging, email, Skype for Business, etc.). Higher engagement means employees have more opportunities to share knowledge and make more informed decisions.

We also advised on the creation of a self-service system that allowed employees to determine the pace of their own migration to the new platform. This approach helped accelerate the process as a whole while lowering cost and ensuring higher user satisfaction rates.

Case Study

Global real estate firm drives employee collaboration with new digital workplace solution

The benefits: Unified, scalable platform improves employee experience while saving costs

With the new digital workplace solution, the company now has a single, enterprise-wide communications and collaboration platform that is scalable and offers employees an improved workplace experience across the globe. The company is already realizing a number of internal benefits:

- The Office 365 solution gives employees the tools to collaborate more and work with greater efficiency. It also lowers the costs and effort spent on coordinating workflow.

- The unified solution provides a consistent look and feel to users. And as the company grows, the new platform helps with onboarding and affords smoother and more cost-effective transitions. It also provides enhancement features that can be rolled out quickly for added benefits.
- The ability to access insights and information from outside of the office gives employees greater flexibility to work from home, increasing their ability to better manage their work-life balance.

“As our company continues to grow, it’s become imperative that we identify the latest digital workplace solutions that provide the scale and consistency needed for growth without any disruption to our core business,” said the company’s global chief technology officer. “With the new Office 365 solution, we are already seeing results as new companies and colleagues are able to adjust to new systems and processes 30% quicker than before.”



About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences delivered through the power of people and the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help fuel transformation and growth for our clients and their customers. Avanade has 30,000 digitally connected people across 24 countries, bringing clients the best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

North America

Seattle
Phone +1 206 239 5600
America@avanade.com

South America

Sao Paulo
AvanadeBrasil@avanade.com

Africa

Pretoria
Phone +27 12 622 4400
SouthAfrica@avanade.com

Asia-Pacific

Australia
Phone +61 2 9005 5900
AsiaPac@avanade.com

Europe

London
Phone +44 0 20 7025 1000
Europe@avanade.com

©2017 Avanade Inc. All rights reserved. The Avanade name and logo are registered trademarks in the U.S. and other countries. Other brand and product names are trademarks of their respective owners.