

Case Study

Swedish Retailer Improves Productivity and Cuts Email Costs by 50 Percent

Avanade guides Systembolaget on its Office 365 journey, boosting productivity and customer service.

Challenge

Systembolaget is a Swedish national retail chain providing alcoholic beverages overseen by the Swedish government. The company has 5,200 employees in 428 locations, serving 120 million customers per year. The company wanted to increase their mobility and customer focus, and the time that employees should spend with customers. It also sought to reduce the cost of its on premise email environment.

Solution

Systembolaget turned to Avanade both for the TCO analysis of its Microsoft Office 365 adoption, and for the guidance it needed for a successful Office 365 journey. The Office applications can be used on up to five devices—PCs, Macs, tablets, and smartphones—so employees can be productive anywhere: the back office, the retail floor, or while working from

home. Beyond Office applications and email anywhere on any device, employees now take advantage of Skype for Business web conferencing, Power BI business intelligence, Yammer social collaboration, personal files in the cloud (OneDrive for Business), and collaboration on SharePoint Online sites.

Benefits

Systembolaget has cut its email costs by 50 percent. Even more important, employees have more time—formerly spent tied to back office computers—to spend helping customers. The company envisions using Yammer to share information and is looking into Power BI to give store staff the information it needs to follow up on the KPIs. Increased collaboration on SharePoint Online sites will enable the workforce to become more mobile. With Avanade guiding its adoption of Office 365, Systembolaget has taken a major step toward a sustainable digital workplace.



“Avanade and Microsoft helped us to understand how we could use Office 365 to get closer to a sustainable digital and mobile workplace. Avanade took us through the journey of turning that vision into a reality.”

*–Stig-Göran Flemström,
IT-Manager, Systembolaget*



Avanade helps clients realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture LLP and Microsoft Corporation and has 23,000 professionals in more than 20 countries. Additional information can be found at www.avanade.com.

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