# Productivity Gains for a Global Auto Major

Microland's client is one of the largest automotive manufacturers, with a user base spread across three continents. The client focuses on optimizing product development and deliver highly innovative automotive technology, with a stellar reputation for creating truly innovative vehicles and service programs. The client's premium brand is renowned internationally for its world-first technologies and award-winning designs for its highly refined style and responsiveness, promising a driving experience. Another subsidiary of the client represents 80 years of accumulated car-making expertise and is an integral part of the company's heritage.

The client's collaboration estate comprised outdated workplace tools resulting in reduced employee satisfaction at the workplace, lack of mobility/office anywhere working model resulting in dissatisfaction of business users across the globe. Legacy on-premise Exchange 2010, 2013 messaging & collaboration infra led to high TCO and dependency on 3rd party/ vendors for support & maintenance causing YoY TCO increases. Additionally, high volume interaction within internal teams as well as dealers, alliances and partners were complex and costly. There were a lot of other challenges including distributed office locations, High volume of travel between offices for meetings, Unreliable endpoints impacting the user experience and no Endpoint data backup resulting in the risk of data loss.

The client was looking for a partner to help them adopt a collaboration and communication solution for increased employee productivity and experience and to enable a user-centric approach for collaboration between business teams and somebody who had done this at scale. The client expected Microland to provide an end to end migration approach that was cost-effective with a detailed strategy and plan to drive enhanced user experience and productivity.

Microland implemented Microsoft O365 suite for Productivity & Collaboration including SharePoint, OneDrive for Business, Microsoft Intune and Configuration manager Upgrade for Endpoint management.

Microland's employed automation driven technology migration with Microland's SmartMigrate. The automated migration solution ensured error-free seamless migration driven by functionality such as readiness check and mitigation for dependent infrastructure – Network, AD, Applications, self-service capabilities with automated communication and scheduling and a single-pane of glass view of migration status for all key stakeholders. This resulted in the program realizing 30 % faster time to value with 40 % lesser effort.

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Microland was also responsible for driving the change management initiative as well to ensure the adoption of tools and best practices was widespread across the organization. This was driven through several initiatives including -

- Roadshows, Executive engagement & discussions
- Classroom training, webinar and video-based tutorials
- O365 product usage analysis and targeted campaign for non-active users
- Dedicate support desk for answering "How do I."
- Email communication highlighting new features and benefits

The change program also entailed ensuring productivity enhancement. The fundamental principle of Microland's approach is to ensure the use of Technology as it is intended. Some of the initiatives included -

- Focused on ensuring the business users use all the modules in the O365 and PowerApps suite including Teams, OneDrive, SharePoint
- Business process automation to enable collaborative working
- Proactive endpoint management

Some of the key outcomes the Microland team was able to achieve for the customer -

- Enhanced real-time working and collaboration of multi-language workforce
- Work from anywhere through mobile access
- Essential workplace needs as self-service
- Improved security posture
- Migration of all 120,000 mailboxes within a tight timeline
- Zero error and cost-effective migration model
- A standardized approach for user adoption and change management
- Maximize investment in Office 365 by driving employee adoption and increased efficiency resulting in 35 minutes of productive increase per day per employee

**About Microland**

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland comprises more than 4,500+ digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.

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