

Insight helps NHS Trust boost productivity with successful Microsoft N365 adoption

Insight's client, an NHS Foundation Trust, runs three teaching hospitals and has 6,500 employees. When support for its on-premises infrastructure was coming to an end, the Trust approached Insight for help with moving to a cloud-based infrastructure. The Trust also wanted help and advice on introducing cloud-based tools to improve communication and collaboration.

The Challenge

The NHS Trust's on-premises IT estate was about to go out of support. It therefore urgently needed to ensure that patient data would remain secure.

The Trust also wanted to improve communication and collaboration, as employees were spread across several sites, working in silos, and using traditional, paper-based processes. The pandemic made this need to implement secure collaboration tools even more urgent.

Many staff were using their own software and hardware to communicate (shadow IT) and this was a particular threat to data security. The Trust therefore also wanted to ensure that all employees would adopt the digital collaboration tools and use them to work more efficiently and securely.

The Trust planned to move to Microsoft N365 to address these challenges – but needed a partner to supply the licences and ensure successful implementation and adoption.



Quick Overview

Client:

An NHS Trust serving a population of more than 420,000.

Size:

The Trust has 6,500 members of staff across three sites.

Challenge:

The NHS Trust wanted to move to Microsoft N365 to address security and productivity challenges – but needed a partner to supply the licences and ensure successful implementation and adoption.

Insight Solution:

Insight Adoption and Change Management services, Licence Consulting Services.

The Solution

The NHS Trust chose Insight to supply its Microsoft N365 licences because it was confident that the Adoption and Change Management (ACM) team would ensure successful implementation of the new tools and deliver good value from its investment.

Insight's ACM team worked directly with the Trust's employees to understand their current ways of working and determine any frustrations, challenges, and pain points.

The Team then identified the features of N365 that would be most beneficial to employees' efficiency, productivity, and collaboration, and helped the client to define the look and feel of a 'new way of working'.

The ACM team then set up a pilot group of digital champions within the NHS Trust and presented members with an Art of the Possible workshop, demonstrating how Microsoft N365 could benefit them in different scenarios.

The ACM team worked closely with the Trust's digital champions to empower them to successfully adopt N365 themselves and to bring other users on board. The training focussed on the tools that would bring the most benefit to the Trust's employees, including document sharing and co-authoring (using SharePoint) surveys and evaluations (using Forms) and advanced Microsoft Teams skills.

Following the training, the ACM team conducted a 'lessons learned' workshop to identify any further training requirements, and to refine the training program for the wider team rollout.

Insight also provided technical support when the Trust migrated its SharePoint solution to the latest version of SharePoint Online.

The Benefits

- All employees are now working on a secure, fully supported IT platform, giving the Trust peace of mind that patient data is secure.
- Having successfully adopted N365, the digital champions trained, and are now supporting, the wider team in making effective use of the new digital tools. As a result, all employees across all three sites are now using the approved platform – reducing the use of shadow IT and improving productivity.
- Employees now have a clearly defined 'new way of working' using N365, which enables them to collaborate more effectively, especially when working remotely. The digital champions reported that Whiteboard and Forms have been particularly useful – enabling them to share ideas in live collaboration situations and gather feedback on training.

The Results Highlights



The NHS Trust has a new future-proof IT platform – helping to keep patient data secure.



The digital champions report that they are saving up to two hours per week using the new tools, compared to previously.



All employees are now communicating and collaborating through N365 – reducing the risks associated with shadow IT.



The NHS Trust has adopted new digital ways of working – cutting down on inefficient paper-based processes and improving collaboration between previously siloed departments.