



Modernising ways of working in six months

6 months

to set up a digital workplace with Microsoft Teams and M365 tools and train 300 users

10–15%

reduction in internal emails due to easier collaboration using Microsoft Teams

Improved communication

for remote/hybrid working, and faster onboarding for new employees

Client

Centris AG

Industry

Information technology

Services

Digital Workplace Services: Microsoft Teams migration from on-premises Skype for Business, implementation of M365 collaboration tools; Digital Workplace Adoption Services incl. staff trainings

Country

Switzerland

Centris AG, based in Solothurn, Switzerland, supports Swiss health and accident insurers in the digitalisation of their businesses. With increasingly decentralised workplaces and more virtual meetings, the IT service provider identified a need for modernising and streamlining its internal and external communication and collaboration. Centris AG partnered with SoftwareOne and migrated to Microsoft Teams and Microsoft 365 (M365) in just six months. The provision of appropriate training helped the company's 300 employees to successfully prepare for the new ways of working and tools.



The challenge

Accelerating the move to cloud-based collaboration

By supporting Swiss health and accident insurers with efficient and secure IT solutions, Centris AG ensures capabilities such as smooth workflows in the verification of invoices or the secure handling of insured data. Among its clients are 26 insurers, including SWICA, ÖKK, AXA and Helsana, which together serve more than 4 million insured persons – about half of the Swiss population.

Around 8,000 insurance employees use Centris' health insurance ecosystem daily to provide services for their clients. Centris is also in close contact with health and accident insurers for advice, support and the joint development of new IT solutions. For internal and external communication, Centris used – among other tools – its own hosted Skype for Business solution.

When the COVID-19 pandemic created a critical need for decentralised collaboration, Centris decided to accelerate its already-planned communication technology changeover to Microsoft Teams and other Microsoft 365 collaboration tools. It set itself the ambitious goal of migrating its communication tools to the cloud-hosted M365 platform within just six months. In doing so, Centris needed the support of a partner that was demonstrably capable of helping to realise a project of this size.



The solution

SoftwareOne tackles multiple projects in parallel

Having worked with SoftwareOne for many years, Centris knew that SoftwareOne had expertise and project experience in the areas of Digital Workplace, Unified Communications and adoption and change management (ACM) and decided to work together again.



SoftwareOne's experts have a wealth of experience from other projects, because they work with many companies that are bigger than us. That helped us a lot.



Ari Zaugg,
IT and Collaboration
Services Team Director,
Centris AG



Due to the tight timeframe, SoftwareOne and Centris set up a project plan that enabled different teams to work on multiple aspects of the project simultaneously. This included setting up Centris' own IT infrastructure for the phased Teams and M365 implementation, devising the appropriate support and training for different user groups covering a total of 300 employees and organising workshops to clarify the company's security requirements. Data security was a key concern, because Centris manages particularly sensitive data on behalf of its health and accident insurer clients.

Throughout the entire project, SoftwareOne regularly sought feedback from Centris' staff. This helped to shape the development of user guidelines and training materials to fully address the needs and concerns of all users.

Regular consultations with Centris stakeholders created the necessary transparency about project statuses and made it possible to quickly address and resolve issues and concerns. As the deadline for migration approached, meetings that had been held weekly became more frequent, sometimes even daily.

"There was never really any question about resources or if they had time," Zaugg says of SoftwareOne's support throughout the project. "They adapted really fast to what Centris needed at the time."

Shortly after testing the implementation of Microsoft Teams in a small pilot program, Centris completed the full migration from Skype for Business over one weekend. From the first day, SoftwareOne was available to provide remote support via a dedicated Teams channel for questions and support needs. After three days, the Centris IT team was able to take over support.

The outcome



The Teams app helps me to quickly get in touch with colleagues and supports our team's daily communication. This means it is no longer necessary to be in the office or on-site every day.

[Anonymous employee feedback, Centris AG](#)



[New tools for effective collaboration](#)

With more features for file sharing, channel communication and other tasks in real-time, Centris employees find it easier and faster to communicate in the company's hybrid work environment.

[Improved video conferencing](#)

Implementing Teams eliminated problems such as dropped connections and poor-quality audio and video during video conferences – 82% of employees agree that the quality of conversations and video calls has improved with Teams.

[Reduced need for internal emails](#)

When Teams went live, the volume of internal emails being sent dropped by 10–15% because employees are instead using the Teams Rooms and chat functions.

[Working from everywhere](#)

The newly gained capabilities of Teams and OneDrive enable the sharing and editing of files, at any time and any place. Centris has now adopted a hybrid working policy that allows people to work from home three days a week. This new flexibility not only helps to increase productivity, but also improves employee satisfaction.



The outcome

Smooth transition to new ways of working

The support service provided after the switch to Teams was efficient in solving staff problems – 98% of Centris staff confirmed this in an internal survey. The number of support tickets – previously two to four tickets per week – was reduced to almost zero.

Faster onboarding

Thanks to the newly acquired skills in adoption and change management, the recruitment process is also simplified, because new talent can be interviewed and onboarded virtually. This saves time and money.

Saving costs

Centris can also save costs on its four large annual staff meetings. This is because two of the events now take place virtually, meaning there are no costs for logistics.



Usually, a project like this takes at least a year. The training of the employees, the introduction of all the new functions and the entire technical implementation of Teams and M365 – we managed all that in just six months. It helps us to make our collaboration – whether with our employees, customers or partners – as effective and easy as possible. That's a big achievement.

Ari Zaugg,
IT and Collaboration
Services Team Director,
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