Reviving investment in Office 365

Major Health Partners reimplements Office 365 platform with new understanding of full features, functions and how to use them—increasing adoption and productivity

Healthcare | United States

MHP MAJOR HEALTH PARTNERS

Business results

- Improved and simplified workforce communication and collaboration across a variety of locations
- Created understanding of how to leverage value from Office 365 products
- Created relevance, increased end-user adoption, enabled proper utilization
- Increased employee productivity
- Aligned security and governance of Office 365 with hospital objectives
- Empowered the business to be self-sufficient and eliminated dependency on IT resources
- Empowered the business to deliver and manage solutions

Major Health Partners

Office 365 Enablement (OneDrive for Business, Microsoft Teams, SharePoint Online intranet)

Located 20 miles southeast of Indianapolis, Major Health Partners (MHP) is a leading provider of ambulatory and acute healthcare to patients in rural Indiana. MHP's wide range of comprehensive health services utilize advanced methods and state-of-the-art technology with a focus on delivering quality care and an outstanding patient experience.

MHP has been named to the Top 20 Rural Community Hospitals, Top 100 Hospitals, and 100 Great Community Hospitals multiple years in a row, and ranked three times in the Top 100 Most Wired Hospitals in America.

Embracing information management innovation

In 2016, MHP invested in Microsoft Office 365 to improve efficiencies and the quality of its health care. A year and a half later, however, the hospital's CEO and CIO became concerned that their investment was not paying off. Despite all the tools and applications covered by their Office 365 license, the workforce was using only Exchange Online for Outlook email.

In preparing to undertake a multi-million-dollar project to migrate electronic health records (EHR) to a new Meditech system, MHP executives decided to reimplement key elements of the Office 365 platform to increase productivity by enabling individuals and teams to work more effectively and to support new kinds of communications and collaborations among clinical and non-clinical staff. At the same time, MHP's Technology Services manager identified an urgent need to address the hospital's 16-year-old intranet.

Recognizing the value of Dell Technologies' comprehensive Microsoft expertise, approach, experience and its proven track record of successfully driving prior projects at the hospital, MHP chose Dell Technologies Consulting Services to help.

Identifying best practices for driving success

Through a series of onsite workshops and meetings with executives and key stakeholders, Dell Technologies consultants identified that MHP's inability to successfully adopt Office 365 and achieve its original business objectives was twofold: lack of ownership and efforts to drive adoption and provide support to end users, and lack of understanding of how the different components in Office 365 could and should work together.

"Our MHP information systems leadership did not realize the extent and variety of tools offered in Microsoft Office 365, nor did we realize we were already paying for these tools," said Lauri Shannon, Director of Business Technology. "We also discovered a tremendous training deficit for the Microsoft Office Suite, in general."

Dell Technologies Consulting Services helped MHP design and implement solutions and deliver services to drive Office 365 utilization and adoption across three workstreams: Microsoft OneDrive for Business for personal file management, Microsoft Teams for departmental collaboration, and SharePoint Online for a new modern intranet. The consulting team also worked with MHP to define and set up a governance program and rules framework for the Office 365 environment going forward. They helped MHP identify security requirements and implemented the tools to ensure their security needs were met. Dell Technologies provided the processes and templates MHP's internal teams needed, with some continuing support, to take over ongoing implementation across their entire organization. Integral to the project success was the Adoption and Change Management (ACM) plans Dell Technologies developed to help employees adopt a new way of working.

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"The Dell team helped us develop a comprehensive adoption and change management rollout strategy to our workforce, including plans for training, communication, feedback, and measuring success."

Achieving modern collaboration with OneDrive

"We're in a new state of the art facility and we wanted our productivity tools that our employees use every day to reflect that same modern experience as their physical surroundings," explained Shannon. MHP had rolled out OneDrive four years earlier but employees didn't fully utilize it and the internal Tech Services team didn't know how to support it.

Consulting Services helped Major Health Partners:

- Understand how to use and administer OneDrive
- Deploy security controls to help protect their data, such as disabling external sharing in OneDrive, setting appropriate defaults, and preventing OneDrive from syncing outside of MHP systems
- Develop rules and guidelines to help the IT team manage the environment moving forward

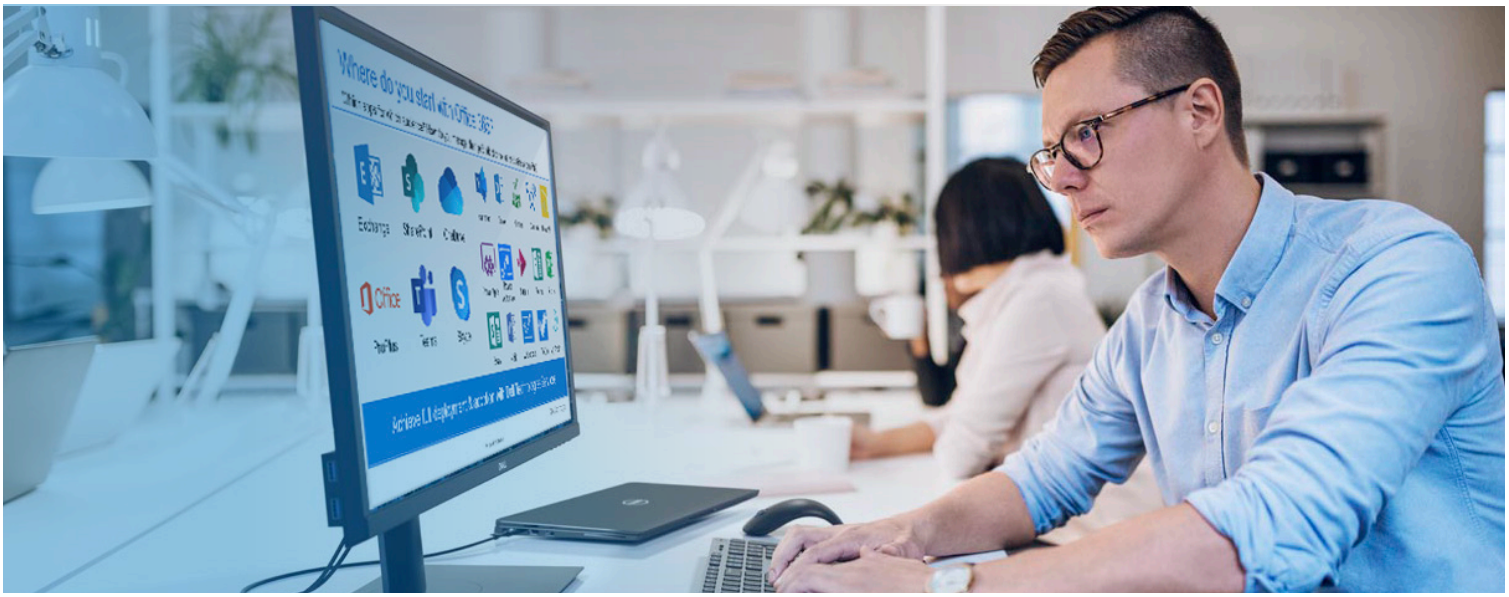
Dell Technologies Consulting Services also recommended that MHP apply their Office 365 Data Loss Pretention policy more broadly by determining the types of sensitive information to be monitored and creating policies that apply across all SharePoint sites, OneDrive and Teams.

"A big difference with this rollout of OneDrive was the training Dell helped us develop and the adoption plan they helped us put in place to educate our employees and drive excitement for this great personal filesharing tool," noted Shannon.

Modernizing communications with SharePoint Online intranet

"We wanted a modern tool for communicating rather than using email for news," explained Shannon. "Our 16-year-old intranet was past end of life. It had only one license, so only one person could add or edit content. Much of the content was stale and useless and only accessible onsite, so staff didn't use it. We wanted to take advantage of our Office 365 investment by building a modern intranet based on SharePoint Online."

Dell Technologies Consulting Services designed and created a templated framework and processes for ongoing implementation of MHP's new SharePoint-based intranet platform. They helped MHP roll out and onboard its first 15 departmental sites, and provided remote services until MHP gained adequate proficiency in management and deployment in order to add new sites on their own. Consulting Services re-architected MHP's entire intranet to be more end-user focused, modern, and available across all devices and locations. The new platform is mobile-friendly and easy to update by the site owners.



"The Consulting Services team helped us focus on our employees' needs to make it much easier to find information on the landing page and through search. They built our intranet using BindTuning themes and web parts with the news, filters, and files we needed to modernize the experience for our workforce, and created a look and feel that aligned with our external website." said Shannon.

Improving collaboration with Teams

MHP had been looking to move away from document-centric to modern chat-centric collaboration across its workforce teams. Prior to this engagement, MHP staff was challenged to effectively collaborate because there was no easy way to do so. A tool like Teams is allowing them to collaborate across different groups in the hospital, even when they are not physically sitting together. "We wanted to modernize the tools our nurses, providers, support and business side of the hospital used to engage with one another. Until we began speaking with Dell Technologies Consulting, we didn't know Office 365 included a tool for managing team collaboration. We bought it but weren't realizing the value of our investment." Shannon said.

Through Dell Technologies consultants, MHP also discovered that their workforce was using GoTo Meeting, Zoom, and WebEx in lieu of their Skype licenses. Furthermore, Skype was approaching end of life and Teams offered much more integrated communication and collaboration features. Rather than train the workforce to use Skype and retrain them later, the decision was made go right to Teams which provided a better experience for the workforce.

The Dell team designed the overall Teams implementation with a planned pilot of five healthcare departments, and initiated the rollout. "The integration of the calendar, documentation and communication within Teams has greatly improved our business efficiency, and we can standardize meeting collaboration using one tool."

Utilizing technology the right way

Through demonstrations and guidance, Dell Technologies Consulting Services helped MHP understand the feature rich services within Office 365. With Dell's help, MHP has realized the value the of their Office 365 investment.

"The Dell team helped us develop a comprehensive adoption and change management rollout strategy to our workforce, including plans for training, communication, feedback, and measuring success. They emphasized the importance of continuous communication to our employees about the coming changes and how these new tools would help them be more productive in their daily routines," explained Shannon. "Also, collecting employee feedback and measuring actual usage helped us gauge how adoption was going and provided insights for future improvements."

Dell Technologies Consulting Services align security and governance of Office 365 with hospital objectives.

With Dell's help employees saw the value and have enthusiastically adopted the intranet and were very excited about the future of Teams and OneDrive. Productivity is on the rise. MHP now has a business-driven platform where they can deliver concise, secure, reliable, and consistent up-to-date information across the enterprise—without being dependent upon IT resources.

Future plans with Dell Technologies Consulting Services under consideration include transitioning to Windows 10 across the enterprise, continued growth of Teams, and additional MS Office 365 projects, include exploring integration opportunities of Meditech Expanse and Office 365.

"The level and high value consultative services provided by Dell Technologies Consulting Services was an eye-opener. Their planning, communication, training and follow-up are the best I've experienced. This project was delivered on time and within budget because of Dell's leadership, Office 365 expertise and focus on team member experiences."

– Lauri Shannon
Director of Business Technology
Major Health Partners

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