

KCS organized a virtual training program to assist employees of a renowned US-based company on various features of Microsoft 365 Suite

Case Study



Industry: Medical

Technology: Power Point, Teams, MS Whiteboard, SharePoint Online Site, Standard modern browsers (Chrome, Edge)

Country: USA

Client Profile:

TerraVida Holistic Centers is a women-owned business that offers the best-in-class quality of patient care and creates a positive impact on the local community of Pennsylvania, USA. The client has employed a team of best pharmaceutical professionals, community, and service professionals that provide complete education to their patients and local community PA cannabis programs and cannabis itself. TerraVida has 3 Holistic Centers located in various parts of Pennsylvania (Sellersville, Malvern, and Abington).

Challenges:

When company decided to shift their document management system to Microsoft 365 suite from G Suite, they lacked technical knowledge of the same. Also, the employees of TerraVida Holistic Centers were from non-technical background so, they were unaware of how to operate various features of Microsoft 365 suite such as Teams, Words, SharePoint, Excel, etc. Also, they didn't have an expert who can train and guide them in using all of these features of Microsoft Suite.

Solution:

The client approached KCS with an idea to adopt Microsoft 365 Suite and train their employees in operating various apps of the same. Experts at KCS decided to organize a virtual training program wherein they trained employees of TerraVida Holistic Centers on how to use numerous apps of Microsoft 365 suite.

- Our experts organized two batches of the virtual training program. Each session was 30 hours long
- A guided learning path was defined and discussed with the Client to provide the maximum output. The training included theory as well as practical classes
- In this training session, our experts comprehensively explained how to operate different apps of Microsoft 365 suite like One Drive, SharePoint, and Teams
- Microsoft 365 Suite offered client flexibility to scale their business quickly as it can grow with them
- Employees can collaborate online and view each other's changes as they happen with real-time coauthoring in word, spreadsheet, and presentation
- With the help of Microsoft Teams, workers can chat, share screens, and have audio or video conversations with their colleagues
- OneDrive helped the client to store all kinds of data such as photos, videos, document, etc. and access them anytime, anywhere
- Another benefit of SharePoint 365 that client experienced is how customizable it is.
- One the contrary to default or basic features, SharePoint 365 also enables an option to develop your own custom elements
- This helped the employees of TerraVida Holistic Centers to have what they need right at their fingertips

KCS Approach

The solution to organizing a virtual training program created a huge impact on the overall performance and productivity of the employees of TerraVida Holistics Centers. Various features of Microsoft 365 Suite such as One Drive, SharePoint, and Microsoft Teams helped them to work collaboratively and optimized their document management system. In addition, their staff members are also learning different functionalities by themselves and executing their tasks smoothly.

Impact

With the virtual training sessions, employees of TerraVida Holistic Centers thoroughly understood each app of Microsoft 365 Suite. Using OneDrive, staff members can now store unlimited data and retrieve them whenever needed. In addition, Microsoft Teams streamlined staff members' communication process. With the help of group/conference call features, staff members can connect in a group and conduct their meetings online. Moreover, employees of TerraVidda Holistic Centers can collaborate to edit documents, excel sheets, and presentations and work on the same version rather than having multiple copies.

Tech Stack



+91 792 657 9333

info@kcsitglobal.com

www.kcsitglobal.com

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