



PARTNER AWARDS 2020

Industry

20-002928 - Brazil - Copel improves their communication and productivity with Office 365

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Copel improves their communication and productivity with Office 365

Highlights

- Digital Transformation, including Unified Communication and Productivity, for 10,000 employees
- Delivery in record time
- Deployment, Data Migration and Training (including Video Production)

The client

Copel - Companhia Paranaense de Energia – one of the biggest Electricity Providers in Brazil, being responsible for the generation, transmission and distribution of energy for more than 4.700.000 commercial, industrial, residential and rural consumers, composed of 6 subsidiaries. It's a joint stock publicly traded with mixed economy company controlled by Government. Founded in 1954, the company is one of the shareholders of the Itaipu plant and the first on the electricity sector to be listed on the New York Stock Exchange.

Copel's website - <https://www.copel.com>

Understanding client needs

With business needs that demanded a more complete communication service, Copel engaged with Solo Network to manage their project. The company used Lotus Notes (former IBM) since 1992, the tool demanded a big need for customization and had many problems on managing the hundreds of applications that frequently needed to be developed. The solution showed itself to be too outdated to attend the new needs of Copel, impacting directly the quality of the company's communication and productivity.

The Solution

Copel's project began on the scenario analysis to identify the biggest needs of the company, where Solo Network acted, as always, very closely with the client in a consultative manner. After the planning and project's approval, began then, the migration of a legacy environment with e-mails from almost 20 years, which was carried out on record time (90 days in a company of 10,000 employees). After the migration was done, it was time to put into practice an adoption plan that would engage the users to utilize the new tools with all the features it had to offer. Together with Copel's marketing department a series of actions disseminating the new communication service were taken, such as, promotional events with gifts distribution, regular webinars, more than 40 videos were produced with using tips for the new tools and a series of marketing e-mails. The actions were extended to the training of influencers, replicators, Help Desk teams and end users. An important action was the "Home Office Talk" where conversations with the senior management of Copel's Holding took place. In these talks, tips were presented for the teams' productivity gain through a new management strategy (directed to the Modern Workplace), applying the Office 365 tools.

In less than 3 months, all the obsolete technology in a 10,000 employees company was replaced by modern productivity and collaborative Office 365 solutions, adopted and incorporated to the company routine almost immediately.

Products and services

- Mixed solutions of O365 F1, E1, E3 and E5;

- Solo Network services
- Adoption plan conducted by Solo Network

Before	After
Lotus Notes platform	Office 365 platform
Lotus Notes demanded a big need for customization	Complete and integrated Office 365 solution
Many problems on managing the hundreds of applications that frequently needed to be developed.	All applications integrated into office 365
Basic solution without conferencing tool	Video conferencing, Online Meetings and chat with Microsoft Teams

Customer Testimonial

“The partnership with Solo Network was very important for Copel's digital transformation. The project was delivered in record time without impact to the users and technical team, has also made remote work possible during the Covid-19 pandemic. We are very satisfied with Solo Services and Microsoft solutions and we are working on new projects including: Power BI, Power Apps, additional training, additional support services and System Center adoption.

Marcos Camillo

Information Technology Superintendence

[Supporting Documents](#)

[Copel - Office 365 - Office 365 adoption plan.pptx](#)

[videos produced by Solo Network to incentive office 365 adoption.pdf](#)

[videos overview.png](#)

**** END OF NOMINATION ****