



PARTNER AWARDS 2020

# Industry

20-003002 - Brazil - Oncoclinicas Group transforms collaboration and productivity by migrating to Office 365

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**Oncoclinicas Group transforms collaboration and productivity by migrating to Office 365.**

## Highlights

- Digital transformation of one of the biggest medicine groups in Brazil
- Productivity was raised to a new level
- Employees from 11 states integrated by using Teams
- Project accomplished in record time

## The client:

The Oncoclinicas Group is a health organization that operates in 11 of the main states in Brazil. There are more than 67 units that include specialists in the areas of oncology, radiotherapy, hematology and bone marrow transplant, multidisciplinary teams, complementary care and the most advanced procedures in integrated assistance and personalized treatment.

Website - <https://www.grupooncoclinicas.com/>

## Understanding client needs

The Oncoclinicas Group was facing problems with the Google GSuite tool. The resources were limited and did not meet the company's needs of collaboration, that demanded agility and reliability in their processes. The complaints of interruption and instability of the audio and video conference tools were constant, as well as a lack of sufficient collaboration resources between the teams, which impacted directly in the interaction between employees and consequently in the customer service quality.

The Oncoclinicas Group operates in more than 11 states in Brazil and, due to product limitations, it was necessary to work with an Administration Center for each clinic, which increased the administrative and technical work performance, impacting directly on the response time and support service quality due to the environment complexity.

## Solution

After an understanding of the necessities and comprehension of the customer's business characteristics, the Solo Network team recommended the implementation of the Office 365 as a solution of productivity and collaboration for the Oncoclinicas Group. All the benefits that would enable the improvement in the way of working, doing more in less time, were presented. The project began with the migration of the e-mail accounts and files in record time, with minimum impact on the operation. Alongside there were a series of actions of adoption and actions adopted related to the culture of the technology, with trainings, workshops and supporting material, such as, videos, educational workbooks, webinars and lectures.

Six months after the implementation of the new tool, the Oncoclinicas team is very satisfied with the platform and the productivity level has increased.

The company started to dedicate less time in IT management and more time meeting its internal business demands, by enabling the reduction of time in the execution of tasks and giving the IT team the chance to focus in critical processes and innovations.

Today, the employees situated in the 11 states are daily using Teams for meetings and information exchange via chat, besides as well as being able to collaborate and share files easily. With the implementation of the Office 365 the company reduced costs and have teams working side by side regardless of the employees workplace. Via tablets, desktops, notebooks or smartphones.

With the help from Microsoft’s technology, the Group’s employees now have much more time to invest in service and medical treatment for customers. There are more than 40.000 medical appointments and 288.000 treatments a year.

**Products and services applied**

- Sending of the project’s promotional material: before, during and after the migration to the productivity suite;
- Startup of a new tenant on the Microsoft Office 365 productivity suite;
- Accounts synchronization using the AD Connect and access configuration via ADFS.
- Executing the migration of e-mail accounts from up to 2015 users to Exchange Online;
- Implementation of Microsoft Teams solution;
- Migration of data to Sharepoint Online;
- Habilitation of the online version to the online applications: Word, Excel, PowerPoint;
- New administrators training;
- Technical workshop for the business areas;
- Official Training – Carried out by a Solo Network partner for trainings;

<b>Before</b>	<b>After</b>
Google G Suite Platform	Office 365 Platform
Limited Resources	Complete collaboration solution
High complexity of environment management	Simplified management
Low interaction among the subsidiaries	Fast communication with Teams

**Customer Testimonial**

“Solo Network’s support in all stages of our project of change to the Office 365 was crucial for us not to have impact on operation. We had the need of a fast migration, but at the same time, we couldn’t face interruptions or instabilities during this period. Solo’s team have been by our side throughout the whole time, giving the support necessary, clarifying doubts and instigating the adoption of the tools among our employees.”

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[Supporting Documents](#)

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