



PARTNER AWARDS 2020

Modern Workplace

20-003192 - Brazil - Pardini Group improves its communication using Teams

[Nomination Contents](#)

Pardini Group improves its communication using Teams

Highlights

- 5000 mail accounts migration
- Customized adoption plan
- Improved communication between branches
- Optimized customer service
- Employee mobility
- Cost reduction

The client

Pardini Group is one of the three main Brazilian players in the laboratory support segment on analysis volume and revenue. The institute has 122 branches and provides services for clinical analysis, diagnostic imaging, vaccines, functional tests, cryopreservation and human and veterinary genetics.

Understanding client needs

The Pardini Group is a reference on diagnostic medicine and health technology, attending directly the public and healthcare companies, such as, laboratories, clinics and hospitals all over Brazil. Understanding the importance of communication for the expansion of their business, the company decided to look for a partner to enable the change of its messaging service, which did not attend the needs of the group's productivity.

The solution

After analyzing the environment and the communication needs with the client through business immersion and meetings, the Solo Network Pre-Sales and commercial teams indicated the Office 365 – as an ideal solution to accelerate the productivity and streamline the Pardini's Group communication. As well as the consulting service for solution proposal, Solo Network executed the licenses implementation and the support of the migration of almost 5000 e-mail accounts. At the following step, an adoption plan was carried out for the users regarding the new suite, which included communication actions, workshops and webinars that accelerated and helped the employees on their new routines.

With the Microsoft applications, the company's communication was lifted to a new level. Mobility, security, practicality and collaboration are now a part of the employee's routine at the Pardini Group. The new applications shortened distances, providing cost reduction and significant time gain, allowing to invest on strategy and new actions. With Teams, the meetings have become on-line, without the need of displacements. The communication became quicker, with the possibility to talk using the chat and the shared file editing. With Outlook, the exchange of e-mails has become much easier and more organized. The e-mails can be accessed from anywhere, besides the shared calendars and possibilities of rule creation on e-mails that facilitated the routine – making it much more productive.

Products and services

- Microsoft licensing consulting
- Adoption workshops solution

- Mailboxes migration support
- Office 365

Before	After
Zimbra platform	Office 365 platform
Face-to-face meetings	On-line meetings with teams
Limited messaging solution	Office 365 mobile platform

Customer testimonial

“We are satisfied with the implemented solution, especially relating to stability, scalability and security of services. It demonstrates IT area credibility, strengthening our relationships and collaboration with the whole company.”

João Vicente Alvarenga

IT and Digital Director of Pardini Group

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Media articles and publications

Diário do Comércio MG - 19/02/2020

<https://diariodocomercio.com.br/livre/solo-network-agiliza-a-comunicacao-no-grupo-pardini/>

LabNetwork - 20/02/2020

<https://www.labnetwork.com.br/noticias/solo-network-agiliza-a-comunicacao-no-grupo-pardini/>

Baguete - 20/02/2020

<https://www.baguete.com.br/noticias/20/02/2020/grupo-pardini-adota-mensageria-do-office-365>

Saúde Business - 20/02/2020

<https://saudebusiness.com/ti-e-inovacao/solo-network-agiliza-a-comunicacao-no-grupo-pardini/>

Channel 360 - 20/02/2020

<https://www.channel360.com.br/solo-network-agiliza-a-comunicacao-no-grupo-pardini/>

pptasaude.com.br - 21/02/2020

<https://www.pptasaude.com.br/noticias/8346/solo-network-agiliza-a-comunicacao-no-grupo-pardini/>

Segs - 21/02/2020

<https://www.segs.com.br/info-ti/217987-solo-network-agiliza-a-comunicacao-no-grupo-pardini?tmpl=component&print=1&=1>

InforChannel - 21/02/2020

<https://inforchannel.com.br/solo-network-agiliza-a-comunicacao-no-grupo-pardini/>

Supporting Documents

[email that proves customer satisfaction.pdf](#)

[email webinars schedule.pdf](#)

**** END OF NOMINATION ****