

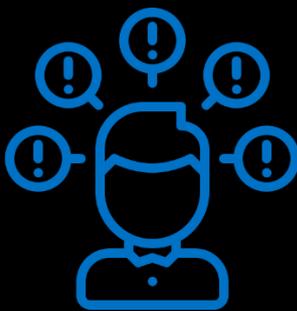
CAPEMISA

With over 55 years dedicated to the Insurance, Pension and Capitalization market, **CAPEMISA SEGURADORA** is a specialist in life.

In addition to tradition and business security, **CAPEMISA** is proud of its social commitment, which, since its inception, has as its largest representative the work of the Fabian Home of Christ. Recognized internationally by Unesco, the project of goals for social and social life, since 1958.



With an Office 365 license, **CAPEMISA** saw a possibility to increase the productivity of its sources with the On-Premises Cloud teams (E-mail, Portals, File Server). Work time management initiative and lasting.



PROBLEMS N' DIFFICULTIES

The way organizations work has reached the point where technology was limiting growth and productivity. Recurrent problems such as the ability to e-mail and the constant needs of archiving e-mails undermined the ability to respond internally.

About internal collaboration, collaboration in a limited area is very much available to make requests for external work environments and to release secure access to remote jobs.

Still greater relation of maintenance and sustentation of the servers of limitation of operational capacity. Some of the challenges and pains of work were mapped and diverted throughout the project were: non-effective communication of leadership for the company, difficulty of collaboration between areas and with external suppliers, document management with a lot of files, remote work.



The Action Plan

Using a methodology of adoption and management of change (PROSCI) based on multipliers **Venha Pra NuVem** was able to determine specific scenarios of performance to present to the so-called Champions several possibilities for improvements in the way of working for more productivity.

With the support of the HR department, Communication and leadership of the business areas we present the project for every company and we make the adhesion to the team of champions an option. The success was so great that it exceeded the expectation of expected engagement. More than 30 champions or 8% of the company. This team was multifunctional and of multiple hierarchies, we had representatives of Finance, Operations, IT, HR, Marketing, from trainees to managers. And all with one thing in common: the passion for innovation and the desire to evolve the way of working of your team and company through the use of the entire O365 platform!

Already having knowledge of the routines and daily pains it was possible to prepare a content directed to present in the workshops for the Champions who multiplied the content by all company.

The disclosure material came in several forms. First a wallpaper (figure 1) leading the name of the project was published to all users.



Figure 1 – Sharepoint Online use growth



Inside the elevators (figure 2) were included adhesives to publicize the project thus increasing the visual reach generating curiosity and novelty in the routes of greater passage of the organization.

Figure 2



The work areas were decorated with the project logo (figure 3) and the Champions had the images glued to their monitors. This step helped a lot so that the team of Champions was easily identified by the other users.

A Colaborative Work Experience

Firstly, we present the structure that would be responsible for cultural change in the form of collaborative work through various media (communications, workshops, banners, etc.).

We started with the advantages of Exchange Online that would mostly end up with the problem in mailbox size. The ability to read your emails on any device was a novelty very well assimilated. Currently we are arriving at 85% of use as figure 4. Estimated active users in June / 2019 is 100%.

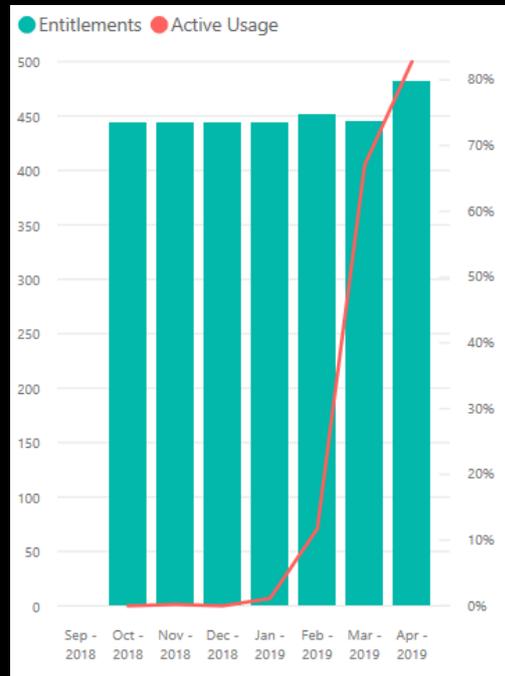


Figure 4

70%

Estimated active users in June / 2019

For individual storage, OneDrive was a watershed in the document collaboration factor because with the facilities in sharing communication was much faster and more fluid because the files were no longer attached to e-mails but shared, thus guaranteeing the integrity of the files. documents, allowing collaboration in them and the user's ability to control access. Estimated active users in June / 2019 is 70%.

The possibility of both internal and external sharing being made directly by users made it possible to suppress the demand that existed in IT to create transfer environments.

In addition the collaborators were presented the possibility of collaborative work in the same file using tools of communication and revision. This possibility drastically reduced the need for meetings and commutes to draft and prepare team documents.

Only with these new technologies and possibilities was enough to leverage team collaboration, but it was just the beginning because the real transformation would come with Microsoft Teams.

Using Microsoft Teams, it was possible to unite all company-wide collaboration in one place. Implementing the team-structured collaboration environment, it was possible to maintain the productivity HUB with its main resources:

- Communication in the form of chat, audio and video conferences.
- Integrated meeting and conference calendar management for Outlook.
- Creation of work teams ensuring each employee to use the methodology that best suits their way of working.

Creating teams in Microsoft Teams has been able to increase team productivity since each space has resources and tools to meet the demands and evolve the way of working. Currently we are reaching 60% of usage as figure 5. Estimated active users of Teams in June / 2019 is 70%.

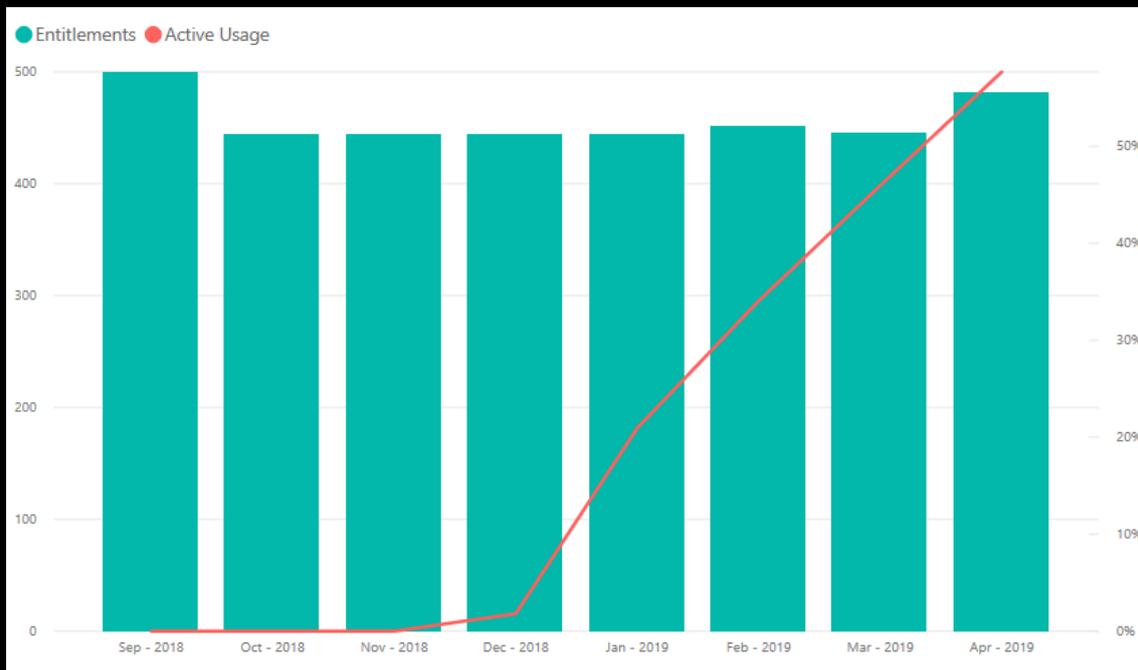


Figure 5

The document library feature, native to Teams, provided a specific repository and easy access to documents by team members. The simultaneous collaboration and possibility of discussing each document in the chat room exclusive to Team brought the possibility of evolving the form of interaction between the collaborators.

By adding OneNote to the Team, it was possible to have detailed rules and processes more dynamically and also to be a good place to engage new employees.

For activity management, a recurring problem, using the Planner ensured the team was able to manage work demands, split tasks, and direct execution to each employee. The biggest gain still came from the ability to use Planner's dashboards and quickly identify more overburdened employees, thus enabling a better distribution of tasks beyond strategic visibility into the demands.

Also important was the addition of Flow as a process automation feature. Implementing a simple process of approval flow allowed the previously bureaucratic process to be more dynamic where each step was completed just in a click within the email thus saving tens of hours on meetings, offsets and process control.

For collaboration between employees, **Capemisa** chose to use Yammer (figure 6) as the main tool of use. It was possible to send communiqués and increase the integration of employees with initiatives and campaigns from different fronts.

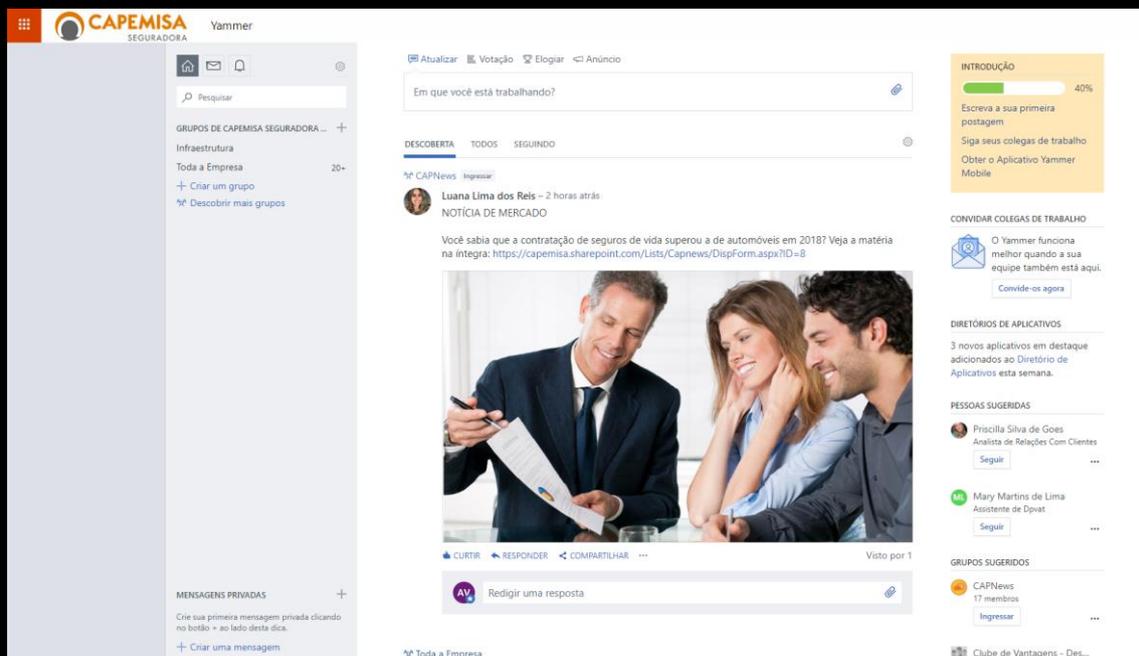


Figure 6

60%

Estimated active users in June / 2019

The adoption of a collaborative news portal is still in the process of being adopted with incentives from managers and opinion makers, putting a lot of important news and information of common knowledge to influence the use. Currently we are reaching 25% utilization according to figure 7. Estimated active users of Yammer in June / 2019 is 60%.

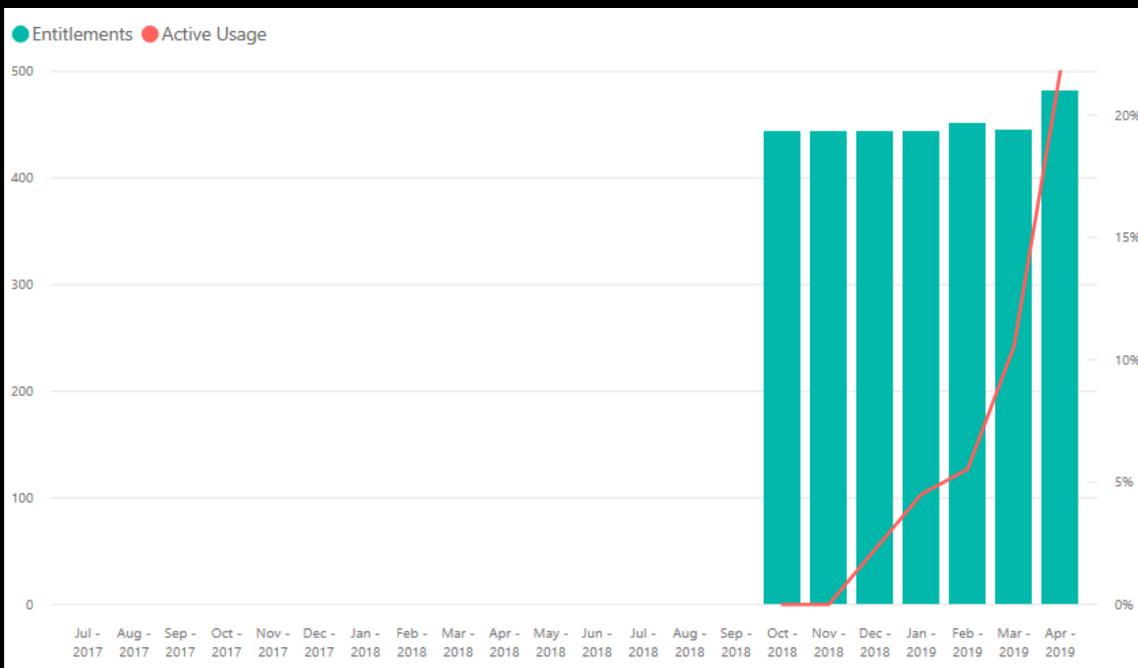


Figure 7