

## **BUSINESS CASE 4**

A leading pharmaceutical company produces original pharmaceutical products and vaccines as well as carries out research in its own research and development (R&D) centre. Due to a higher demand for its products during the COVID-19 pandemic, Company has increased its staff by more than 30% to over 800 people. Since then, it has launched more production lines and extended its international cooperation. "Such progress has been possible by the best industry practices and leveraging digital technologies,"

### **Adopting a new solution**

The team first used Zoom for video calls between the head office, three sites, and manufacturing facility. After a while, they switched to Slack as the team needed text chats as well. However, the apps didn't cover all the company's requirements. They needed a solution that would be an integral part of our IT ecosystem, ensure data security, and support the development and integration of other apps. Microsoft Teams ticked all the boxes for them as a corporate communication platform.

Around 50 users from the IT team, human resources, and business development were testing the app for a month.

While testing, the team also transferred all important data and files from Slack to Teams. They created similar channels and grouped the staff respectively on the new platform. Eventually when the launched Microsoft Teams. Everyone was satisfied with the new solution.

### **More efficient workflow**

Now, around 500 employees in administration, engineering, production and storage departments use Microsoft Teams on desktop and mobile. The company has observed increased productivity. The integration with Exchange enables us to create calls and notify people with a click of a button. The integration with SharePoint Online also allows employees to securely share files with each other and with people outside of the company.

Even during lockdown, the company didn't experience much workflow interruption. They could continue working from anywhere and Teams offered stable and quality connections.

Microsoft Teams also offered seamless integration with Power BI for more efficient analysis. Company had been using Power BI since 2017 to analyze sales, pharmacy chains performance, data of stock-keeping units, and market trends. Most of the employees were already using Power BI analytics in their daily work as a sole point of information. By integrating Power BI with Teams, They can now make informed decisions much faster.