



Pharmaceutical Services Company

Silo-ed Communication: Bringing Together Employees Through Email Migration & SharePoint Implementation

Business Challenge

CloudSolutionIT recently worked alongside a pharmaceutical services company that provides specialty services for pharmaceutical and biotech industries. This particular company has staff located across Europe with offices in the US and UK. With staff in two countries, it was imperative that they were able to effectively communicate and collaborate

Prior to signing on with Office 365, the company had been utilizing different platforms to conduct daily office operations. This made access to files and company information very difficult for their employees. Due to multiple systems, they experienced challenges with collaboration between offices, and siloed communication.

Due to their continued growth, they needed a product that was reliable and easy-to-use because their current solutions weren't as scalable for future growth.

"Overall we've had a great experience with CloudSolutionIT Technologies. The technicians are very well versed and were always aware of what was happening and when. We have appreciated the support and continued help answering our questions as they arise"

Solution

To alleviate the pain points, CloudSolutionIT Technologies migrated their emails, contacts and calendars to Office 365. They then provided information to employees on how to change their email accounts from Google to Microsoft on their mobile devices.

CloudSolutionIT provided post migration support and training for the migration. In addition to email migration, CloudSolutionIT implemented a company intranet with SharePoint. This implementation included an envisioning call with the team, logo setup, custom color, branding, 2 subsites, applications on each

page, the initial setup and establishment of company permissions, and finally training on SharePoint for all admins and end users.

Results

As a result of CloudSolutionIT's Office 365 setup, they have now been experiencing greater collaboration amongst staff. They also now have an opportunity to further evolve due to the suite of Microsoft products and all pertinent information being housed in one location that can be accessed in the US and UK.

With CloudSolutionIT as their new IT provider, they no longer have to go through various hoops to get new Microsoft licenses and are experiencing the convenience of utilizing a top Microsoft license provider.

Business Challenge:

- Silo-ed Communication
- Lack in collaboration between employees in US & Australia

Solutions

- Email migration to Office 365
- SharePoint Implementation
- End-user training

Results

- Scalable solutions for company growth
- One central licensing provider

