

# The Fresh Market Partners with eGroup | Enabling Technologies for a Microsoft Teams Implementation

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
July 2023	EOU	Food & Beverage	22,030 employees	Zoom to Teams	Microsoft Teams	eGroup   Enabling Technologies	The Fresh Market	Slack
CHALLENGE		SOLUTION		OUTCOMES		TEAM		
<p>During the COVID pandemic, The Fresh Market used Zoom as their primary video conferencing tool for their 350 corporate office staff and all physical location stores. However, they now want to shift to Microsoft Teams and required the assistance of a partner with expertise in both Microsoft solutions and Organization Change Management to help them with this transition.</p>		<p>An initial session was set to discuss and establish the goals and outcomes of the project. Next, a communication planning session was done with The Fresh Market communications team and the IT project team to address any customized communication needs for the Zoom to Teams project, specifically for the persons identified in the initial session. After that, implementation occurred and offered Ad Hoc OCM &amp; Technical Support as needed to support The Fresh Market's internal IT, training, and communication teams.</p>		<p>eGroup   Enabling Technologies established the solution guidelines by first discussing the transition process and identifying use cases for shared services, then piloted with a single store. Out goal was to achieve a seamless execution and empower the employees to utilize the tool's full capabilities, such as telephony, chat, and meetings.</p>		<p><b>Account Executive</b> Dan Garney</p> <p><b>Modern Work Specialist</b> Tami English</p> <p><b>Partner</b> Chris Clark, Account Executive</p> <p><b>Vendor Contract Value</b> <i>Teams Adoption Frontline Workers Driving Usage on 400 M365 E3 Licenses</i></p>		