

Empowering Communities: How Microsoft 365 Copilot Enhanced Employee Impact at Thresholds

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
Sept 2024	SMC	Healthcare	1,500 employees	Impact on Communities	Microsoft 365 Copilot	eGroup Enabling Technologies	Thresholds	N/A

CHALLENGE	SOLUTION	OUTCOMES	TEAM
<p>Thresholds employees were finding themselves stretched thin serving their community. Several departments needed more time to keep up with their current workloads and wanted to help users be more efficient. They invested in Microsoft 365 Copilot but needed help with department-level training so the teams could fully understand how to use the technology based on their role.</p>	<p>eGroup Enabling Technologies, in collaboration with the Microsoft account team, strategically positioned the Copilot Value Accelerator engagement to facilitate rapid and purposeful utilization of Microsoft 365 Copilot. This initiative aimed to ensure employees could effectively integrate the technology into their workflows, maximizing its benefits to enhance productivity and streamline processes.</p> <p>Through targeted planning and support, the Thresholds team was able to lay a strong foundation for meaningful engagement with Microsoft 365 Copilot, allowing the teams to achieve their goals more efficiently.</p>	<p>The team at eGroup Enabling Technologies is now engaging with Thresholds to set up a Champions program that will allow the team to train department leads. The training will showcase how the leads can use the technology in a way that will have an impact on their roles.</p> <p>A Center of Excellence will also be created for learning materials and best practices. This will permit Thresholds' Champions to train their departments on how to be more effective so they can reinvest their time into making their communities stronger.</p>	<p>Account Executive Kristina Decker</p> <p>MW & Security Specialist Andrew Waters</p> <p>Partner Kevin Radigan, Account Executive</p> <p>Contractual Value: <i>-Driving Usage of initial (50) users to open opportunities for several hundred more</i></p>