Case Study



Schwäbisch Hall
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Schwäbisch Hall: Modern working environment in the cloud with M365

Company Profile

Schwäbisch Hall is Germany's largest building society, with around 7 million contracts and a market share of more than 33 percent in home savings products. The company is also one of the country's leading home financing providers. As a partner of the cooperative banking sector and part of the DZ BANK Group, Schwäbisch Hall offers solutions for sustainable building and living. Approximately 6,700 employees and sales partners provide qualified support and advisory services to customers.

https://www.schwaebisch-hall.de/

Technologies

#Office 365

Challenge

- New strategic orientation towards Microsoft Cloud
- Due to cloud orientation, development freeze for intranet based on SharePoint on-prem solutions
- Pandemic home office situation requires a fast communication and collaboration solution
- Extensive technology change within a very short period of time requires continuous support for employees

Solution

- New, modern and mobile-capable intranet based on SharePoint Online
- Rapid introduction of MS Teams, Teams telephony and novaWorxx
- Support through efficient change management with a guide concept
- Cooperation with novaCapta as consulting solution and technology partner

Benefit

- Leverage the productivity benefits of the Microsoft 365 platform
- Work efficiently in a modern work environment
- Improved communication and collaboration through the integrative M365 tools
- High employee adoption and satisfaction
- Meeting regulatory requirements

The strategic realignment of the Bausparkasse Schwäbisch Hall AG envisaged the digitization and modernization of the internal working environment in rapid steps. The goal was to move key work components to the Microsoft cloud, in order to return to an up-to-date technological status and benefit from the advantages of the cloud.
The starting point for the digital transformation was the migration of the previous e-mail system from Lotus Notes to Outlook. To meet the challenges of the changeover within the organization, Schwäbisch Hall decided to work with novaCapta. As a result, a team of novaCapta experts guided the migration process with the development and implementation of a sustainable change concept. The focus was on the qualification and support of internal „guides" who acted as multipliers and main contact persons for all employees. This efficient approach, which relies heavily on decentralized, individual empowerment, enabled a fast and smooth transition of employees to the new technology.

Modern knowledge platform with SharePoint Online

In parallel, the intranet, which previously ran on an on-prem SharePoint 2016 solution, was also to be migrated to the cloud and thus to SharePoint Online. This opportunity was taken to further optimize the existing intranet and benefit from the modern functionalities of the new technology. The conception, design and implementation of the new intranet was carried out in close cooperation between Schwäbisch Hall's communications department and workplace experts from novaCapta.
Thomas Fehrmann, team leader at Schwäbisch Hall, talks about the new intranet: „Our new intranet now offers an appealing design, a user-friendly structure, intuitive navigation and state-of-the-art functionalities as well as improved administrative processes. This allows us to efficiently manage knowledge and know-how within the organization and to retrieve and share information easily and quickly."

Communication and collaboration with MS Teams

In the wake of the Corona pandemic, the introduction of MS Teams was rapidly prioritized. Until now, Schwäbisch Hall employees had used many different tools for collaboration and communication. Due to the unexpected home office situation, the need for a uniform solution was urgently required - due to efficiency, cost as well as to make working in the new home office situation as easy and pleasant as possible for the employees.
In order to ensure a smooth and effortless adaptation process of the employees to the new technology, the already proven change management concept of novaCapta also came into play during the roll-out of MS Teams.

With novaCapta, we managed to roll out Teams together with Teams Telephony in the company within a very short time. Despite the tight schedule, the project ran smoothly, so that today we can benefit from the comprehensive advantages of the new technology.



Matthias Kraft
Manager Unified Communication & Collaboration, Schwäbisch Hall

Governance and lifecycle management

Since Schwäbisch Hall, as a bank, has to meet very high regulatory requirements, the company also decided to implement novaWorxx, an efficient self-service solution from novaCapta for managing space provisioning, governance and lifecycle within M365 applications.
Matthias Kraft, on the introduction of novaWorxx, explains: „With novaWorxx, we can not only make collaboration based on M365 even more efficient. The tool also helped us to precisely control user behavior within MS Teams and meet our regulatory requirements."
With the introduction of the essential building blocks of M365, Schwäbisch Hall can now benefit comprehensively from the many technological possibilities and has thus laid the foundation stone on its way to a modern digital way of working.

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