A tech-enabled administrator for employee health and benefits turned to Thrive to implement 365 collaboration tools to enhance daily operations.

THRIVE℠

VERTICAL

Healthcare

SERVICES

- Office 365 and SharePoint Center of Excellence (CoE) Managed

- Services for ongoing implementation, strategy, design, training, and rollouts

CHALLENGE

A large tech-enabled third-party administrator (TPA) for employee and health benefits lacked the internal expertise to achieve their digital transformation goals on the Microsoft 365 platform. The company needed a partner that understood the software development side of Microsoft 365 and could apply an agile process to implementing their focused initiatives including developing a new company intranet with SharePoint, creating automated document workflows to replace grueling manual processes, and using bot technology to collect data from multiple sources automagically. They also realized the data they had been collecting could be used to make better business decision in real time but did not have the capabilities to harness it's power.

SOLUTION

Thrive's Microsoft 365 Center of Excellence Managed Services (CoE) was the ideal solution because it provides a focused software development lifecycle approach to building solutions on the Microsoft 365 platform. By using an agile development methodology Thrive's solution delivered strategic guidance, flexibility, customization, and closer alignment to the company's internal team compared to other vendors. Thrive's team filled the company's lack of expertise to develop automation and customization of the Microsoft 365 platform in conjunction with their application and operations teams. Thrive also planned for the company's immediate growth and advanced collaboration needs to scale at any point with security, governance, architecture, training, administration, and support. Thrive's team also offered expertise with Power BI which allowed the business to finally to take control of their data sources, view data metrics in real time, and ultimately make better business decisions.

RESULT

The company had more advanced requirements with goals of leveraging the platform, and that was the perfect fit for Thrive's capabilities and the CoE approach. Thrive also delivered the project quickly and ahead of time to accommodate the company's daily operations. Therefore, the company got the most value immediately on its Microsoft 365 platform.

How can Thrive help your business?

Thrive is a leading provider of outsourced IT Infrastructure designed to drive business outcomes by helping you get the most out of your IT.

To learn more about our services, contact us at 866.205.2810 or info@thrivenetworks.com