CASE STUDY
DEVELOPMENT BANK OF WALES

REQUIREMENT:

Teamwork Analytics and Training: Development Bank of Wales required a detailed training plan and user adoption solution for their Microsoft Teams rollout.

THE CLIENT

Development Bank of Wales is a subsidiary of the Welsh Government, providing financial support to businesses in Wales. From business loans to equity investment, Development Bank of Wales is committed to helping businesses start up, strengthen, and grow to support the Welsh economy.

BUSINESS CHALLENGE

Development Bank of Wales (DBW) had previously deployed Skype for Business Online to their users, but the ICT team had seen poor user uptake of the technology. With Skype for Business retiring, DBW needed to move their users to Microsoft Teams, but with a different approach this time; one that would encourage users to embrace the new tool and collaborate effectively. Their mandate for using best-in-class suppliers led DBW to Modality Systems via G-cloud. The project's user adoption approach needed to drive real habit change across the business, as well as give a clear indication of the technology's ROI.

TECHNICAL SOLUTION

Teamwork Analytics and End-user Training

To maximize the Microsoft Teams investment, Modality Systems provided DBW with two modules from the Teamwork Analytics suite. CreateTeam is a customizable Microsoft Teams App that regulates how users create a new team and its settings, ensuring governance and effective lifecycle management. The Usage report module provides powerful insight into Teams user data, clearly demonstrating adoption trends.

By implementing CreateTeam, DBW can control the way that users set up new teams, with naming conventions and other specific settings. This reduces the risk of duplicate teams being created, or 'orphaned' teams with no owners, helping to get their Microsoft Teams lifecycle management off to the best possible start and reducing the overhead on in-house resources. As a subsidiary of the Welsh Assembly Government, compliance and data security are paramount at DBW. With CreateTeam regulating the setup of new teams, DBW can also minimize where data is stored, and for how long.

DBW can demonstrate the ROI on their Microsoft Teams investment through the Usage reporting module of Teamwork Analytics. In just three months from the start of user training, DBW saw an increase in internal chat messaging from 5,000 to 15,000, plus a 15% increase in meetings usage month-on-month. This data gives DBW confidence that their users are effectively adopting the technology throughout the business

Modality also provided a training expert to deliver on-site and remote training sessions to users at DBW, who are based across 3 main sites and several satellite offices. After a Discovery Session to establish current working practices and user needs, training was targeted at those use cases, providing relatable context for users. With a primary focus on using teams for internal chat, calling and collaboration, the training received an average 4.5 out of 5 stars rating and encouraged users to work remotely as part of a company-wide "smarter working" strategy.

SUCCESS AND COMPANY BENEFITS

By utilizing Teamwork Analytics, as well as Modality's training expertise, Development Bank of Wales is now benefiting from:

- **Greater efficiencies** in how employees use their time, due to the rich feature set of Microsoft Teams and the ability to work from any location
- **Effective lifecycle management** through governance around new team creation
- **A secure and compliant** Microsoft Teams environment with lower ICT team overhead
- **ROI visibility** through usage trend reports and user behavior insights

Empowering our users to make the most of our Microsoft Teams investment was key to our rollout strategy. CreateTeam is fantastic; it works seamlessly and allows us to govern the platform with low impact on our internal resource. We wanted to make sure that we were driving Teams user adoption through the business, and with Teamwork Analytics we can measure exactly that. Our users were really inspired by the training, as it was specific to our work. Everywhere I go I can see a user with a headset having a Teams meeting and it's great. Being able to collaborate efficiently lets us focus on our mission to help more businesses to thrive.

Rob Hill,
ICT Cloud Manager at Development Bank of Wales

CreateTeam and Teamwork Analytics can be used in other industries and use cases, where the adoption, governance, and compliance of a Microsoft Teams environment is key. For more information please contact enquiries@modalitysystems.com

For further information or to book a complimentary consultation, please contact enquiries@modalitysystems.com