

The background image shows two high-speed trains, likely TGVs, stopped at a train station platform. The trains are white with red and blue accents. The station has a large glass and steel roof structure. A clock is visible on the left side of the platform.

isolutions<sup>®</sup>

# SBB

**«The training courses helped the team to understand the new options offered by Office 365. As an organization, we will now learn new things on an ongoing basis.»**

Lea Meyer, Management, Chief Communication Officer

Swiss Federal Railways (SBB) transports more than 1.32 million passengers and 200'000 tons of goods each day. Over 32'500 passionate employees help to make SBB the backbone of public transport and work to achieve the joint vision regarding mobility of the future.



**SBB CFF FFS**

isolutions implemented an adoption and change management program on behalf of SBB. SBB migrated more than 30'000 users to Office 365 (O365), with the focus from the outset being on the intelligent integration of the application teams. This is now the linchpin of the Microsoft-based productivity platform. Use of the new platform increased by 200%.

## Initial situation

SBB launched the «NEXT» program to upgrade the entire workplace used by its employees. As part of this project, a broad range of O365 applications was rolled out and the employees' devices at work were replaced, enabling IT costs to be substantially reduced. In addition to reducing costs, SBB wanted to increase productivity. To achieve this goal, it was essential to cultivate acceptance of the new applications SBB's management team correctly identified that a digitalization project is not just

technological in nature – it also has a cultural and social component to it. Both aspects had to be addressed as part of a competent change project. Alongside the technical implementation, isolutions supported SBB with this change project and trained SBB's top executives.

## Solution

Increasing productivity within a company calls for an understanding of various aspects of the employees' day-to-day work lives. This includes the culture, the types of technology used, and the physical space – in this case the working environment. isolutions' trainers and the technical advisers worked together with SBB to set out a joint goal: to boost the employee experience – by improving the aspects set out above – while increasing productivity. It was important to establish communication and information channels to more than 25'000 employees. To achieve this, the senior executives – 120 in total – initially underwent training, during which they familiarized themselves with the new work tools. The focus was primarily on the importance of combining leadership, culture and technology.

The following principles were taken into account

- Top management had to be included in the process from the outset.
- The knowledge had to be provided to SBB's own trainers.
- These trainers would then become champions, or ambassadors, within the company.
- The technical implementation had to be as effective as possible.
- The training had to be carried out using the applications with which the employees needed to familiarize themselves.

# Benefits

- Employees can prepare their own work environments based on the self-service model.
- Substantial savings compared to the previous hosting model.
- The scope of services offered by the workplace was greatly expanded.
- Intensive supporting measures led to a high rate of adoption.

# 200%

increase in use of  
Microsoft Teams



significant increase  
in productivity

# 120

people of the top  
management trained

# Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

## Locations

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