

A photograph of three people in an office environment. On the left, a man with a beard and a red and black plaid shirt is smiling and looking towards the center. In the middle, a woman with dark hair pulled back, wearing a white long-sleeved top, is looking down at a laptop. On the right, another man is partially visible, looking at the laptop. The office has large windows in the background, and there are some papers and a pizza on the table in the foreground.

isolutions

Migros

«The cooperation with isolutions was very constructive and pleasant. In particular, the implementation of workshops and trainings as well as the preparation of training documents were convincing.»

Christoph Bacher, Project Manager Pilot C&C Concept Migros Industry

Migros has more than 2 million cooperative members along with 10 regional cooperatives. And with more than 60 companies in the Migros Group, it is the largest private employer in Switzerland. The Federation of Migros Cooperatives (MGB) is the service provider of the Migros Group. It coordinates the activities of the Group and sets out its strategy. It is also responsible for covering the needs of the affiliated cooperatives using a system of combined purchasing and production, and by establishing, acquiring and taking a participatory interest in business enterprises of all kinds.

MIGROS

75% of all employees did not have access to individual collaboration tools. In order to improve collaboration and the flow of information, Migros has opted for Microsoft Teams, Yammer and a new intranet based on SharePoint Online.

Initial situation

Microsoft 365 was successfully rolled out at the Migros Genossenschaftsbund (MGB) in an earlier project by isolutions and has therefore been used on a daily basis in numerous segments and cooperatives of the MGB. However, due to the lack of digital identities, around 75% of employees do not have access to individual tools. This means that employees do not have the opportunity to collaborate digitally and keep up to date with the latest information from their company.

This particularly affects people who work in production or in branches (frontline employees). In order to pick up this 75% of employees and to digitalize the complete in-house communication, the Migros Genossenschaftsbund has decided to start a pilot project. All employees will be equipped with a digital identity and trained in the use of Microsoft Teams, Yammer and the new intranet based on SharePoint Online.

Solution

With the introduction of digital identity for employees, the aim is to ensure that everyone has access to the company's current information and can (in) formally exchange and collaborate with their work colleagues.

Each Migros Group company has a different starting position and needs, which must be taken into account. In addition, the new target groups must be addressed and trained according to their needs. In the project, a toolbox for the rollout of Microsoft Teams, Yammer and the new intranet solution (based on SharePoint Online) was developed, piloted and validated, which can be adopted 100% by the segments and cooperatives or only partially, depending on the initial situation and needs. This toolbox was developed and matured together with the segments Mibelle, Micarna and the Lean

Community. At the beginning, the needs of the frontline employees were elicited. Then, based on this, the individual elements were developed. The core of these elements is the guideline, which defines the cooperation, the training of internal contact persons (so-called coaches) and the target group-oriented training documents as well as communication measures. All these elements were consolidated into an overall rollout plan.

Benefits

- Validated roll-out plan that reflects all roll-out topics (project management, technical preparation, training, communication, governance) and can be easily adopted and implemented.
- Guideline, which defines the cooperation.
- Training materials and communication measures tailored to the target groups, taking into account the needs of employees in the office, production and branch.
- Training of coaches per Migros company to provide internal contact persons within the departments of a Migros company to support before, during and after the roll-out.
- A dashboard to measure user adoption (active users, number of posts, etc.) and, if necessary, to be able to take appropriate measures early on.
- Increased level of information for all employees.
- Facilitated cross-company collaboration and employee sharing.

6

Migros companies live within 10 months

75'000

potential end users, thanks to scalable solution

21%

Increase in users in the community area

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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