



isolutions

Migros

«Technology provides added value only when its users know how to use it and what to use it for.»

Mauro Baumann, Product Owner Workplace Collaboration Solutions

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

As one of the largest private employers in Switzerland and with a largely decentralized structure of cooperatives, the roll-out of Microsoft 365 at Migros constitutes a flagship project of national significance. For the past one-and-a-half years, isolutions has served as one of the main partners in this transformation, and has supported the MGB with the roll-out of Microsoft 365, user adoption and change management.

Initial situation

A few years ago, the Migros-Genossenschaftsbund launched the «New Working World» project, which comprised three areas of action:

- HR (promotion of flexible work models, a culture of trust and personal responsibility).
- Facility management (creation of shared workplaces, new work zones as well as meeting and rest areas)
- IT (infrastructure)

For its IT environment, the MGB wanted to give its employees as much flexibility, mobility and efficiency as possible in their work.

It was very important for the company to be able to deploy an IT solution that would ensure continuity. Migros tool landscape was shaped largely by

Microsoft even prior to the project, as evidenced, for example, by the use of Microsoft Skype. The MGB's new focus was to find a stable, updated collaborative solution. The decision was ultimately made to switch to Microsoft 365 with Teams in order to make use of state-of-the-art, cloud-based solutions.

isolutions had the chance to assist the MGB with the roll-out of Microsoft 365 and the creation and implementation of its Microsoft 365 collaboration governance. isolutions also helped to build a community within Migros featuring approximately 500 Microsoft 365 champions and to train them.

Solution

After settling on an Microsoft 365 environment, a collaboration governance model, accompanying training documents and a training portal for pilot stage employee groups were all prepared during the initial phase. The pilot stage saw the organization of training for 10 groups comprising around 150 employees, all of whom received close support and intensive training over the course of eight months. This was important above all to determine the structure of the training and communication concept for the final roll-out. During this process, it was essential to build up an Microsoft 365 cham-

pions community, so that they would lead the way when implementing the new collaborative working model within the organization. The experience of isolutions in building, developing and overseeing communities of this kind was instrumental in quickly gaining a high level of acceptance for the undertaking. Following a successful pilot phase, isolutions continued to support the MGB in its communication and training process in the form of workshops, with an aim to ensure maximum user adoption.

Benefits

- The cloud solutions make collaboration with other Migros companies and external partners easier – including on an international level.
- Employees benefit from being able to take a mobile, flexible approach to work.
- Increased employee satisfaction.
- Scalability within the Migros Group (industries and cooperatives).
- A standardized collaborative solution led to an increase in efficiency in collaboration.

100'000

employees benefit from the use of digital tools

#1

role adopted by Migros for modern collaboration and communication

100%

involvement in the project, with all playing a part in its success.

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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