

# Nulia Case Study: Supporting a Microsoft Teams Rollout

By utilising Nulia Works as a key part of their Microsoft Teams rollout strategy, this IT solutions company was able to realise significant traction in their adoption of Teams for internal communication.

## SITUATION

A full service IT solutions company operating out of Dublin with 8 regional offices, was challenged with users relying on internal email as their primary communication method and high spending on travel for meetings.

They looked to Microsoft Teams to better collaborate, reduce email traffic, and become a virtual meeting solution. But initial user adoption of Teams was slow.

## RESULTS

For the pilot group engaged with Nulia, Microsoft Teams usage improved dramatically in key areas around teams chats, private chats, and leveraging Teams for meetings and conference calls.

They also saw an “ecosystem improvement” effect as users who were not in the pilot group improved their Teams usage as their peers leveraged it to communicate with them.

Staying with Nulia has meant employees stay current and maintain their new skills.

## THE NULIA SOLUTION

They chose the Nulia Works platform as their enablement solution to empower users to better use Teams. Nulia Works also allowed them to understand real usage and engagement.

The Teams push began in mid-February 2019. A select set of users was enabled with Nulia from then through May. Installation was done in 10 minutes, and users were provided access to Nulia Works via the Office 365 portal.

Assigning Outcomes focused on teamwork provided personalised guidance for users based on their need.



*“By using Nulia Works, we have increased usage of teams and other Office 365 collaboration tools - the expected savings in travel time and cost will far outweigh the cost of the Nulia Works platform”*

**- Managing Director  
IT Company**

## TO LEARN MORE

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