

Fundamental change in the way we work - everything is new!

NWoW – new way of working



Change Driver

A pharmaceutical retail company with more than 300 pharmacies wanted to completely rethink the way they offered their products and services in order to remain competitive in today's digital world.

Their primary goal was to introduce a new way of working. Part of this strategy was the establishment of a new headquarters and communications infrastructure.

-They wanted to modernize the way in which colleagues from the headquarters and the pharmacies as well as the partners and customers communicated.

Since all participants were breaking new ground and IT resources were already at their limits, an easy-to-operate solution design was required. Employee acceptance was also a large requirement.



DAMOVO



Damovo Approach

Damovo designed and implemented a holistic solution design for the network and the communications platform.

The network, as the foundation of the solution, is based on Cisco in the HQ. A Cisco/Meraki cloud offering for security, LAN and WiFi was provided for the 300 pharmacies. 2,000 employees were equipped with UCC workstations based on Cisco CUCM, in user-specific profiles. Table-top devices or soft clients with high-quality headphones are provided as an option. In addition, 36 conference and training rooms with video, based on Webex teams, and a contact centre were set up.

One of Damovo's core tasks was to work with the customer project team to gain employee acceptance for the new way of working. This was achieved through coordinated communication plans, information events, a showroom, the early involvement of participants, the development of demand-oriented UCC profiles, video tutorials and instructions on the intranet, training and on-site support during the roll-out.



Customer Value

How the **employee** benefits

The intensive participation of the employees in the changeover to the new working method made it possible to overcome fears and encourage use of the UCC workstations.

Communication between colleagues was significantly improved through the presence and chat functions.

Employees in the pharmacies could participate in the latest info/training sessions without having to travel to the HQ – saving time and money.

How the **company** benefits

Motivated employees who have successfully made the transition to a more modern and efficient work style are the key to further growth and success.

The analysis of visitor behaviour in pharmacies offers further potential for optimising the range on offer.

How the **IT department** benefits

Due to the central cloud management platform, the rollout for the decentralized locations was completed in a timely and resource efficient manner.

Despite the technology refresh by the cloud platform, the operating costs of the network were reduced without the need for additional network specialists.