



Unifying diverse IT systems for workplace transformation at a leading healthcare and pharma company

Case study

Overview

Centralized operations for workplace transformation

The concerns the client wanted to address included high costs, lack of operational transparency, and impact on employee and customer experience.

Our client is a leading healthcare and pharmaceutical company with widespread operations across the globe.

A strong growth story aided by several acquisitions over the years resulted in managing and consolidating disparate IT systems across 15 operating companies. The client wanted to address concerns including high costs, lack of operational transparency, and impact on employee and customer experience.

Zensar deployed its ZenOTM (One Touch Migration) framework to help the client consolidate its diverse environments. In addition to integrating and centralizing the siloed operations, Zensar also helped develop an operations strategy for the transformed workplace. The entire transformation was carried out during the pandemic and completed ahead of schedule.



Challenges

A complex and fragmented environment

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The client had acquired 15 operating companies over the years. Each operating company came with its unique IT ecosystem, defined by its collaboration systems, on-premise exchange environment, and legacy SharePoint environments. This created a complex and fragmented environment with 60,000+ devices and systems spread over 150 offices globally. It lacked operational transparency and was challenging to scale.

The client wanted to implement a complete workplace modernization initiative to:

- Alleviate cost pressure – create a consolidated IT system to reduce CapEx and OpEx costs
- Enhance operational transparency – build a single, unified view of business operations across operating companies to reduce complexity
- Transform systems – adapt to hybrid workplace requirements with no impact on users’ existing experience or productivity
- Improve employee and customer experience - with minimum disruption, migrate to a new environment that boosts stakeholder engagement
- Enable scale – simplify the transformation and onboarding of any upcoming acquisition’s IT environment

Solution

Building a consolidated system for stakeholder wellbeing

Zensar consolidated the collaboration environment for the client's operating companies by deploying its proprietary ZenOTM framework. We enhanced the user experience via the framework.

We first created and migrated users and their computers, then migrated the mailboxes. During this transition, Zensar diligently monitored and measured the before-and-after experience of the user's endpoint environment.

We also worked with the client to tackle challenges created by diverse environments, such as finding the right migration tools, ensuring regulatory compliance, and unifying policies and security controls.

Two aspects set the project apart:

First, when the pandemic hit, we rapidly switched to a 100 percent remote approach from a 90 percent on-site one, allaying client fears.

Second, the implementation laid a robust foundation for a modern workplace:

1. Users, workstations, and mailboxes were migrated with just one touch and without extending the downtime
2. Focusing on employee experience before and after the migration ensured a seamless transition
3. We used a specialized framework to walk employees through the transition and familiarize them with the new systems



Impact

A unified system helps deliver improved healthcare

The client achieved complete operational transparency and enhanced employee productivity and engagement through a unified workplace transformation that improved patient care and support.

Zensar consolidated the collaboration environment for the client's operating companies and business units remotely and ahead of schedule. This included migration of users and their endpoint to one central domain without touch, migration of user mailboxes and chat to one single tenant, consolidation of SharePoint environments, and consolidation of mobile device management platforms.

The new easily scalable environment delivered:

- 14% increase in cost savings
- 22% increased Non-Voice adoption in year 1
- 1.4x elevated CSAT
- 85% reduction in process escalations
- 16% reduction in total volume of incidents in Year 1
- 36% reduction in high-touch services in Year 1

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