

The journey to a communicative **Vivantes** with help from Workspace 365



 **Workspace365**

Everything simplified



A communicative Vivantes with help from Workspace 365

Two care workers who can easily share a treatment plan with each other, and family members who can see their loved one's diary and easily order necessary products. These are examples of communication that can make life and work in a care facility a lot easier. Under the motto 'Growing older together', Vivantes aims to become a communicative organisation.

Divided over 9 small-scale nursing homes and adjacent care homes in South Limburg in the Netherlands, around 800 care professionals and more than 400 volunteers dedicate themselves to over 1,000 elderly people in need of care, on a daily basis.

In order to continue caring for these clients in the best possible way, a project was launched in mid-2022 in which a new digital workplace was realised and rolled out.

A new digital workplace

The urgent need for a new digital workplace is clear from the words of Mark Mies, Communication and IT Manager at Vivantes: *"We had an outdated environment here. The network, hardware and*

layout of our digital workplace needed replacing. As a result, we could no longer optimally facilitate our care staff and support services."

The search was therefore started with a purpose. The focus was not on technology, but on striving for a communicative organisation. Within the communicative organisation, simplicity and a pleasant experience for users were two key pillars.

After conducting a market study, a proof of concept and an extensive schedule of requirements, three IT suppliers remained. TCC ultimately emerged as the best partner to work with from the tender process. Through TCC, Workspace 365 was initiated as the supplier of the digital workplace, with the aim of simplifying working life. Workspace 365 proved to be an ideal match for Vivantes' needs.

The project

To properly facilitate the new digital workplace, a stable foundation was first laid. The hardware was largely replaced, the current devices gave way to



personal devices and shared mini-PCs on location. The switch was also made from on-premise to the cloud and network coverage was ensured at each location through WiFi or 4G.

After creating a stable foundation, the new digital workplace could be rolled out. Whereas Vivantes staff previously largely used group accounts, individual accounts were created for everyone for the new digital workplace. With these individual accounts, staff can log into their own digital workplace, from where they can send e-mails and chats, open applications, as well as consult personally relevant information.

In case of questions, Vivantes employees can directly contact TCC's support desk. The latter has also led to Vivantes' IT department being given more space to further develop their own expertise.

Adoption

A core team was set up at the beginning of the project. This core team, consisting of employees from different departments, had to help ensure that the adoption of the new digital workplace went smoothly. At the start, an inventory was made of employees' needs, ensuring that users immediately felt that the new digital workplace would help them in their daily work.

In collaboration with TCC and e-Office, Vivantes drew up a complete adoption programme consisting of three parts. The first component was end-user training at locations. Just before a location switched to the new digital workplace, a training session was given, in groups of 15 people, in which they were introduced to

Workspace 365, among other things. For the second component, there was again a role for the core team. All team members were identified internally, allowing them to answer questions from colleagues. The third and final part of the adoption was clearly explaining the rationale behind choices made.

Change is rapid, they are aware of this at Vivantes. Full adoption is therefore a long-term project. Here lie important roles for the manager and more skilled and enthusiastic colleagues. They have been asked to identify bottlenecks and provide feedback. In addition, there is continuous communication with the end user, in order to achieve behavioural change.

The first results

With the replacement of just under 200 workplaces, the network, the application landscape and the integration of a new digital workplace with Workspace 365, the first important step has been taken. The fact that everything is currently technically possible is a huge step forward for Vivantes compared to the previous situation.

Mark Mies further adds: *"The possibilities in terms of hybrid working have improved enormously through the new digital workplace, giving our employees a lot more freedom. The onboarding process is also a lot smoother than before. Because we base authorisation options on personas and use managed devices, a lot is automated at the front end. When all internal processes are running, everything is ready for new employees as soon as they start work on their first day."*

A glimpse of the future

The stable foundation has been laid and the first successes have been achieved, with several more stages planned in the coming years. Vivantes has set out some concrete milestones, for example, they want to roll out a full coverage, professional WiFi network across all locations.

In collaboration with Workspace 365 and TCC, they are also looking at making the most of the opportunities Workspace 365 has to offer. To ensure progress, periodic consultations take place between those involved ensuring all parties are working together to achieve the ultimate goal: Vivantes as a communicative organisation.

Do you need a new digital workplace?

The final words of praise again come from Mark Mies: "I would like to compliment all parties involved, TCC, Workspace 365, Innervate, but certainly also our own organisation Vivantes, on the project. A really huge amount of work was carried out and almost everything went right the first time. Fantastic work!"

By implementing this project, Vivantes is ready for the future. Is your organisation also in need of a new digital workplace to become ready for the future? Then contact us to ideate about the possibilities without any obligation!





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