

Vitalyst Case Study

Out With the Old, in With the New—Managing Change From Legacy Software to Cloud Technology

Challenge

FHI 360, a company that resulted from the merger of AED and Family Health International, is an international nonprofit working to improve the health and well-being of people in the United States and around the world. Following the merger, a need for a centralized, comprehensive technology offering arose. The larger team—based in more than 60 different countries and using a range of legacy software solutions—required a new, increased level of learning and development tools for employees. In addition to being widely dispersed, the employee base had varying levels of software training on a variety of platforms. As the new FHI 360, a goal was made to provide adequate, consistent training across borders to efficiently bring all teams up to speed on the company's chosen software solution—Office 365, including OneDrive, SharePoint and Skype for Business.

The Office 365 enterprise learning and development and change enablement scope involved:

- Software training for about 5,500 employees across more than 60 countries
- Mass adoption of OneDrive, SharePoint and Skype for Business
- Developing a culture of change by moving individuals through Prosci's ADKAR model using Vitalyst's PROPEL methodology
- Access to the Help Me kNow Hub, providing users with self-help learning tools, instructional webinars and guided learning
- Access to Help Me kNow Reference Guides, providing users with self-help reference guides on getting started with Office 365 workloads and new features

Vitalyst Solutions

FHI 360's transition to Office 365 required a partner that was a global leader in change management and learning and development solutions to improve consumption rates, while providing change enablement services to ensure all employees were on board with the new software programs.

Upon partnering with Vitalyst, FHI 360 had already begun implementing Office 365 and needed support for the unanticipated spike in call volume to the internal help desk. Following positive feedback from employees, the company invested in additional support from Vitalyst, adopting its self-help portal, the Help Me kNow Hub, and Reference Guides during its roll out of additional Microsoft workloads, namely SharePoint and OneDrive. The goal—to prioritize employee training with 24x7 support and initiate programs that provided a deeper understanding of the capabilities of Microsoft's applications to ensure increased productivity and cost savings.



THE SCIENCE OF IMPROVING LIVES

FHI 360 is a nonprofit human development organization based in North Carolina. FHI 360 serves more than 70 countries and all U.S. states and territories. Established in 1971, the organization has long managed in projects relating to family planning and reproductive health. In 1986 the organization began a worldwide response to HIV/AIDS. FHI's research and programs also address malaria, tuberculosis, and other infectious and chronic diseases and international agencies, governments, foundations, research institutions, and individual donors.



Solution Provided

During the first year of FHI 360 and Vitalyst’s partnership, consistent feedback and usage analytics were used to solve the issues specific to FHI 360’s situation and employee base. In one particular situation, Vitalyst was on-hand to support the company as they maneuvered a corrupted access database. The issue was resolved after hours of back-and-forth, and served as a testament to Vitalyst’s attentive, responsive support. Further, Vitalyst’s services rendered the following results:



More than 1,500 support calls answered, with over four hours of time savings rendered and more than \$140 saved per call

> **\$140**



More than 4,000 unique problem solutions provided

> **4,000**



A 24-hour problem resolution rate of 91%

> **91%**



A total savings of nearly \$235,000 through effective change enablement and adoption

> **\$235,000**

“ We recognized, as a company, there was an opportunity for us to prioritize software training for our employees. Not everyone can be an expert in everything, and that’s why we partnered with Vitalyst—they fill the gap of expertise and create a plan that is customized to your needs and situations. There has been an overwhelmingly positive response from our staff, and we’ve seen the efficiencies in cost and productivity enabled by this relationship. ”

—Keith Melton, Director of US Operations at FHI 360

Moving Forward

By implementing Vitalyst solutions, FHI 360 was able to nearly double the consumption rates of its employees without investing significant resources to hire in-house technology specialists or develop and adopt new training procedures internally.

FHI 360 received overwhelming feedback from users to maintain Vitalyst services on an ongoing basis, a critical move forward due to Microsoft’s SaaS model for Office 365. Vitalyst will be able to help FHI 360 address all software updates with the same successful approach that was identified through their initial partnership.

ABOUT VITALYST:

Vitalyst is a global provider of client learning and change enablement services and solutions driving digital adoption and technical proficiency by creating knowledgeable workers through a transformative learning experience.