

Customer Case Study.

Microsoft Office 365

Fit For Life.

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BUSINESS CHALLENGE

For the last 10 years Fit For Life, a team of fully trained health care professionals, has provided exercise therapy, physiotherapy and rehabilitation treatments for Ireland's older generation. The team works in over 100 nursing homes and day care centres and community hospitals across Ireland. They also run a nationwide 'Active Life' group exercise programme for community and active retirement groups.

As well as working in nursing homes and day care centres, Fit For Life provides a home visit physiotherapy service for anyone requiring treatment in the privacy of their own home. They also have Injury and Rehabilitation Clinics in Dublin and Cork where their therapists provide a range of treatment techniques and programmes specifically tailored to suit the patient's injury or problem.

“Our main offices are in Dublin and Cork but we have over 20 staff members working nationwide,” comments Mark Sweeney, managing director, Fit For Life. “We didn't have a server on site so all communication was via mobile and email.”

Staff rotas, time sheets and reports were updated on staff laptops and emailed to the main offices. “This resulted in a lot of overlapping of documents and it was time consuming to update files,” continued Mark Sweeney.

Mark heard about Microsoft Office 365 from Three while costing servers for the Dublin and Cork offices. “The initial cost of a server was going to be between €8,000 and €10,000. That is a big investment from the outset, not including future maintenance and the cost of relocating the server if we moved premises.”

SOLUTION

Microsoft Office 365 is a cloud productivity service available to Three's business customers. The service offers the Microsoft Office package, including Word, Excel, PowerPoint and Exchange for as little as €5 a month per user with any Three business plan. As Microsoft Office 365 is hosted in the cloud, the business does not have to worry about the added expense of hardware, software licences, hosting or maintenance.

Three account manager Paddy O'Dea says, “Fit For Life was already a valued mobile customer. With Microsoft Office 365 we were able to consolidate their mobile, broadband and fixed line services into one bundle making it easier and more cost effective for staff to communicate on the move.”

The bundle includes Microsoft's collaboration tool SharePoint. This enabled Fit For Life to set up an internal company site which centralised document sharing, rota notifications and diary management. “Remote users can access, update and share information in real time,” continued Paddy O'Dea, account manager at Telefónica, which operates the Three brand.



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As the service is hosted by Microsoft, Fit For Life did not have to worry about the expenditure of buying and installing an expensive server and software. All IT support is provided by Three so there was no need to sign up to a monthly IT maintenance contract.

“Previously our documents had been saved on email and USB so we needed to move them to the cloud,” comments Mark Sweeney. “An Three technician was on site for a couple of days to move everything to the new hosted server. Three have been very proactive in ironing out any kinks we came across along the way. The change over was handled very well.”

BENEFITS

Fit For Life staff now have one central location for reports, rotas and any documentation they might need for presentations and information days. They can be accessed from anywhere in the world with any device including smartphone, laptop or tablet.

“We held our annual conference earlier this year and we were able to provide training and a demo of how Microsoft Office 365 will work for us,” continues Mark Sweeney. “Staff are adapting very well to the system and time spent on emailing has decreased.”

As well as relying less on email usage Fit For Life has improved communication time. “Travel time for staff has been reduced because we can now hold staff meetings online and share documents on screen in real time.

Updating reports, time sheets, rotas and other documents is streamlined and less time consuming. We have axed wasteful administration time so we can focus more on our clients and core business.”

There was also a major cost saving to the business by not having to invest in a server. “We are paying e5 per month and we are only paying for who is using Microsoft Office 365,” comments Mark Sweeney.

He feels that the service is improving all the time as staff become more familiar with it. “We have a much better overview of how the business is doing day to day. Spending face to face time with our clients is vital to their health and recovery, by cutting admin time we can dedicate even more time to the people that matter.”

To find out more.
Call our Business Team on 1850 200 740



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