

Trillium Health Partners Enabled Microsoft 365 with the help of VNEXT





About Trillium Health Partners

Trillium Health Partners (THP) is one of Canada's largest community-based hospital systems, offering the full range of acute care hospital services, as well as a variety of community-based, specialized programs at three main sites.

THP recognizes the growth of its diverse community, and the inevitable changes on the horizon.



Customer Challenges and Opportunities for Innovation

Unveiling the Strategic Plan 2019 - 2029 A New Kind of Health Care for a Healthier Community, Trillium Health Partners envisioned a new kind of health care for a healthier community – an inter-connected system to provide outstanding, sustainable quality patient care.

With the pandemic, the need for digital transformation increased the importance of having a modern communication and collaboration tools. As a result, TPH embarked on the journey to keep patients, families, staff and providers connected in a hybrid environment while keeping data secure and reliable.

Technologies and Services Provided by VNEXT

- Exchange Online & Skype for Business.
- Planned, pilot and implemented Microsoft Teams.
- Provided governance, compliance, management considerations and recommendations for roll out for Microsoft Teams.
- Provided end-user training and guides for adoption and knowledge transfer for Microsoft Teams & Enterprise mobility and Security.
- Delivered the Teams Calling, Teams Meetings, and End Point Management Cloud Accelerator Workshops leading to the following milestones for the customer:
 - o Teams Meetings workshop: Extended the usage of Teams as a consolidated single form and allowed to try the Teams meeting rooms solution.
 - o Teams Calling Workshop: Procured licenses to test Teams voice capabilities, Performed a scaled pilot to validate solution and plan for migration of existing processes.
 - o Endpoint Management Workshop: Reviewed current MDM platform, discussed MDM strategy that led to a pilot roll-out opportunity.
- Implementation of Azure Active Directory (Azure AD) self-service password reset (SSPR) for Enterprise Mobility and Security

Customer Outcomes and Key Results

- Enabled Microsoft Teams to empower users with a single, secure platform for internal and external users file sharing.
- Exchange Upgrade: Ability to meet industry compliance and consolidated IT asses that helped them saved costs.
- With Azure Active Directory (Azure AD) self-service password reset (SSPR), users have now the ability to change or reset their password, with no administrator or help desk involvement.
- By taking advantage of the Cloud Accelerator Workshops, THP got a complete roadmap with actionable items, as well as a detailed assessment of use case scenarios to uncover potential business outcomes.
- VNEXT have become THP's trusted Microsoft partner for all Office 365 Enablement and related projects, where we've been providing continued support to their member companies such as Shared Services West and Partners Community Health.