

Digital Transformation & Teams Calling

Pacific Radiology Group (RHCNZ)



ABOUT

Pacific Radiology provides world-leading specialist radiology imaging services across 47 clinics throughout New Zealand.

WHAT WAS NEEDED?

Driven by the need to modernise technology platforms, the organisation required a shift from **Google Suite** to **Microsoft 365** which required preparing and engaging users to adopt the ways of working. Upon implementing and establishing the Microsoft 365 environment, further initiatives arose to move SharePoint from on-premise to online, and further leverage the Microsoft telephony platform throughout the organisation.



OUR SOLUTION

Kambium developed and administered the Change Management Plan and activities that included the communications, development of training resources, training delivery and floor support. Upon the migration of the SharePoint, Kambium led the discovery workshops with key stakeholders, then designed and built the new SharePoint. In addition, new practices to manage authors and content permissions were also established. For Teams Calling, Kambium prepared the communications and training to enable users to utilise telephony features on both the app. and physical Teams phones, reducing confusion and disruption when systems cutover.

