



Farm Credit Canada

Advancing the business of agriculture



Forward-thinking Change Management

Traditionally, the financial services industry was a place where change occurred slowly. Known more for their stoic posture rather than being early adopters of cutting-edge technologies, financial institutions were typically late to implement changes within their tried and true systems. **But the financial services industry, like many others, is not immune to disruption.**

Forward-thinking organizations such as Farm Credit Canada (FCC) tackle and embrace disruption by creating internal teams like the Organizational Change Management (OCM) team. This is a mission critical group tasked with ensuring that end users are prepared for challenges and changes arising in their day-to-day work lives. With a broad mandate, the OCM team is deployed to assist with anything from physical location moves to the implementation of new software applications.

Being inherently busy working and interacting with other departments and groups across FCC, the OCM team relies on effective and constant communication with each other and cannot afford disconnect. Realizing that their resources were being stretched and put to the test, the OCM team proactively reached out to the Technology Learning Centre (TLC) team to make sure they had the right tools in place, a proven adoption process to leverage, and anything else that would empower the team and enhance alignment.

The TLC team at FCC is composed of WBM and FCC employees.

They work together to help groups at FCC discover new processes and applications to streamline work and adopt efficiencies.

Adoption and Successful Implementation of Microsoft Teams

In order to give the OCM team a virtual “home base” for connection and collaboration, the TLC helped design a Microsoft Team for OCM that centralized key information, linked it for one-click access, and provided a single pane of glass for operations and communication.

The OCM team fully embraced the TLC process, including the implementation of self-serve training through QuickHelp skill paths and online training lessons. This was adopted at nearly a 100% success rate and greatly accelerated the achievement of new efficiencies.



The result was a **52%** increase of Teams adoption over last 30 days, and an estimated **80-180 hours** of time saved, per user, per year!

On a team as busy as OCM, this is a HUGE efficiency discovery!

The OCM and TLC teams continue their work to identify new departments at FCC where this process will be implemented. Jointly, they will ensure that the entire organization is empowered with the benefits of the TLC Adoption Program to serve clients and colleagues better.

End User Feedback

*I really like how the sessions were interactive and **tailored** to our team's needs.*

*Thanks for helping our team get set up with TEAMS! Great job with the demo and building enthusiasm. Your **white glove** approach will really help with increasing adoption and satisfaction of the product across the organization. Bravo!*

TEAMS ADOPTION AFTER TLC

