

MARRIOTT VACATIONS WORLDWIDE

THE ADOPTION OF MICROSOFT TEAMS

TCovid-19 has affected every industry, business and the people within them, be it a change in personal or professional circumstances. Unfortunately, one of the largest sectors to be affected by the pandemic was the tourism and hospitality sector, who saw revenues dissipate almost instantaneously. The challenge that hospitality faced, was one of reacting and responding to the crisis, as well as strategically planning for a 'new-normal' of ways of working for colleagues and considerations around the customer experience.

Marriott Vacations Worldwide (MVW) worked with Changing Social in November 2020, to help them; engage with their front-line associates, reduce costs through a consolidation of duplicate software and ensure that the adoption of Microsoft Teams was a smooth transition due to the cut over from Skype for Business.

Marriott Vacations had realised that Microsoft Learning Pathways (MLP) would be a more than capable substitute for a costly learning management platform that was costing the business \$300,000 in annual licencing costs. Changing Social completed a content gap analysis and configured to Microsoft Learning Pathways to the Persona groups across the organisation. As a result of the Skype to Teams transition, we recognised that we needed to engage with the Front Line Associates in a way that impactful and targeted.

In partnership with the Communications and Change team, Changing Social installed Company Communicator, a Teams App Template that would allow us to target key associates with specific communications and training materials in line with the unified communications project and Teams Adoption project. This allowed instant and targeted to communications to key stakeholder groups informing them about the changes to reduce change fatigue and end user resistance.

Throughout workshops with the communications team looking at the practical functions for the Company Communicator Applications, it became clear that this was a powerful communications tool that can be used to engage with key associates across the resorts and the properties at MVW.

Looking forward Marriott Vacations will look to utilise the platform capabilities of Office 365 to solve further business challenges by landing even more applications in Teams where people now do most of their work.

**Use our contact information on
the right, to arrange a chat
today.**

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