

VITALYST CASE STUDY

Insurance Provider Texas Mutual Partners with Vitalyst to Accelerate Software Migration and Adoption

Challenge

Texas Mutual Insurance Company is Texas' leading workers' compensation provider. They insure 43% of the Texas workers' compensation market, including more than 70,000 business owners who employ Texas Mutual to meet the needs of their 1.5 million workers every day. To stay ahead of their competition, they needed to upgrade their technology to enable better collaboration and efficiency.

In 2011, the decision was made to move from Windows 7 to Windows 10 and Office 365, and migrate from IBM's Lotus Notes to Microsoft Outlook. But they were concerned about easing their staff into the new solutions with as little friction as possible. Without a training team of their own, Texas Mutual had previously utilized on-site training sessions from other vendors, but found them to be ineffective over time, as scaling and scheduling became more of a challenge.

To ensure the success of their migrations and ensure successful user adoption of Windows 10 and Office 365, Texas Mutual sought out a training and change management partner who could meet their need for comprehensive training and support services on-demand. They chose Vitalyst.

Why Vitalyst?

After evaluating a number of vendors, Texas Mutual selected Vitalyst because of their ability to deliver adoption services and support in a more flexible solution. Vitalyst's Digital Adoption Solution for Office 365 provided an integrated solution including the ability to select migration and training offerings in a wide variety of formats, including live and virtual instructor-led training, as well as self-paced learning and software coaching — a priority for Texas Mutual. After mapping out a customized solution, the first step was planning and executing their migration to Windows 10 and Office 365.

First, Vitalyst provided leadership and support, helping Texas Mutual with their migration from Windows 7 to Windows 10. Once that was complete, they deployed Microsoft Office 365 and migrated from IBM's Lotus Notes to Microsoft Exchange Online and Outlook. Moving from IBM's Lotus Notes to Exchange Online presented a challenge, as Texas Mutual's staff needed to quickly orient themselves to the new solution without disrupting their business. This is where Vitalyst's knowledge of the platform proved especially valuable.

Throughout each segment of the project, Vitalyst was able to offer training services and content in a variety of formats, meeting the individual needs of staff members — from customized written guides to call-in help lines to webinars and on-demand



As the leader of the workers' compensation market, Texas Mutual is committed to building a stronger, safer Texas. Created in 1991 to offer a stable, competitive source of workers' compensation, their mono-line focus has allowed them to excel in the industry. They exist to protect businesses, promote safe environments and help ensure Texas workers get home safely to their families.

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— Shila Desai,
Systems Administrator.

TEXAS MUTUAL INSURANCE

Vitalyst Case Study continued



video trainings. The variety of channels accommodated a multigenerational staff, allowing employees to find solutions in their preferred format. This flexibility allowed Texas Mutual to maximize efficiency by tailoring training to each staff member without added overhead.

“Vitalyst supports a pretty vast list of products,” says Shila Desai, Systems Administrator. “So far, Vitalyst has accommodated everything we’ve needed — from phone and chat-based support and software coaching to self-paced training videos to webinars, documents, etc. It’s made the transition to Windows 10 and Office 365 pretty seamless for our users.”

Results

Since partnering with Vitalyst, Texas Mutual has seen dramatic results. Their employees are taking full advantage of Vitalyst’s services, empowering them to more fully leverage the power of Office 365 for collaboration and productivity. As a result, following their migration to Windows 10 and Office 365, usage of the new solutions among their employees has nearly tripled.

“Vitalyst provides adoption services and training in a variety of ways that accommodate all of our users’ needs, multi-generational, multi-skill level, etc. which gives people a choice,” continues Shila. “Prior to our Windows 10 migration, the level of participation and engagement among our employees with training and support programs was fairly low. Now it has tripled and remained very consistent.”

ABOUT VITALYST:

Vitalyst is a global provider of client learning and change enablement services and solutions driving digital adoption and technical proficiency by creating knowledgeable workers through a transformative learning experience.