



Case Study

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“Voyager has realised significant productivity and performance insights that have resulted in efficiencies and cost savings”

Microsoft 365 keeps Voyager staff connected and productive across the country

With more than 100 employees across three offices in Auckland, Christchurch, and Wellington, we at Voyager know the importance of keeping staff connected. To keep our network running optimally and continue developing new services for our customers, it's crucial for us that everyone in the business is on the same page at all times.

After extensive research and an R&D/evaluation test, Voyager chose Microsoft 365 because it has a wide ecosystem of products to meet many different business requirements, from sales and marketing through to technical support, data analysis, and development. Its tools were already familiar to most staff, and the cloud-based solution suite is key in enabling our staff across to country to communicate and work together in real-time.

Microsoft 365 was also chosen because it offers a large number of third-party solutions, which allows us to easily add applications to address certain needs. Additionally, the simple and predictable pricing ensures we can keep a tight control on costs.

Working better together, even when apart

After Voyager implemented Microsoft 365, collaboration across the business quickly rose with SharePoint and Teams, and usability improved with greater integration between applications, allowing us to leverage Azure AD for single sign on (SSO). Having SSO across all services and devices makes seamless work easier, and the excellent integration between all applications on devices allows our sales staff to work remotely, from any device, and always have their account files on hand.

When it comes to communications, it's vital for all our employees to be informed of any network outages or service disruptions immediately, so we use Teams for these messages. Specifically, we've created a Teams channel which notifies everyone across Voyager of any outages and updates in real-time. We also use Teams to create collaborative groups for specific projects, product launches, and departments. Within these groups, we assign tasks, schedule meetings, and share files so that all work relating to a specific project is in one simple place.

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Voyager's Teams stats during 30 days of lockdown

Voyager sent 5,392 Channel messages, 126,304 chat messages & held 945 Teams meetings.

The powerful auditing, security, and device management solutions in Microsoft 365 means everything we use on the platform is safe and secure, which is paramount for protecting our business information as well as that of our customers.

"I don't believe Voyager could function without Microsoft 365 these days," said Voyager Systems Architect Todd Bryant, who ran the R&D/evaluation test. "Along with all of the tools which make actually completing work easier and more efficient, we also turned to PowerBI as the defacto business analysis platform, which brings constant insights to data that we had not been able to leverage as easily before. This allows us to understand overall company performance."

Teamwork in the time of COVID-19

When New Zealand went into lockdown, Microsoft 365 played a large role in Voyager's ability to continue operating seamlessly. Since staff were already well-versed in using MS365 solutions, it enabled us to quickly shift all employees to remote work with minimal disruption.

Files, meetings, phone calls – all aspects of our daily tasks are as available to staff working from their lounges as they are when working from the office.

The collaborative capabilities of the solution also enabled us to launch several new products even while in lockdown, thanks to the ability to easily coordinate efforts across product, marketing, sales, and development teams.

Customer engagement in the time of COVID-19

Teams has played a vital role in ensuring continuity of engagement with our customer base. "Despite not being able to meet in person as we would normally, we have been able to engage with our customers in virtual face to face meetings to understand their needs and present solutions," said Angela Hunter, Sales Manager SME.

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