



Partner Success Stories



Industry: Healthcare

Customer: Humana

KiZAN utilizes Microsoft funds to successfully implement Teams Pilot for Healthcare giant.

Client Name: **Humana**

In addition to group health insurance and Medicare plans, Humana offers a wide range of products and services such as supplemental insurance plans for individuals, families, seniors, servicemen, servicewomen, and veterans. Humana has ranked No. 3 in its industry — Health Care: Insurance and Managed Care — in Fortune magazine's 2019 listing of the World's Best and Most Admired Companies. Humana ranked particularly well in the areas of innovation, people management and quality of products/services.

Challenge:

Humana was in the process of implementing Office 365 workloads within the organization, however, they were needing a more comprehensive and effective collaboration platform that would easily integrate with their other solutions in Office 365.

Approach:

KiZAN deployed a Microsoft Teams and OneDrive for Business pilot that included governance and policies to be put into place before the organization fully deploys the solution. KiZAN also provided support to Humana's IT staff during the pilots.

Tactics:

KiZAN began by assessing the current state of Humana's Microsoft collaboration tools and conducted planning sessions for collaboration platforms, including Microsoft Teams, OneDrive for Business, the common Office 365 Groups infrastructure, SharePoint Online, and Skype for Business. Once the Azure Active Directory and Office 365 controls were configured correctly, an internal pilot of 25-50 IT team members established baseline functionality as well as a second pilot for business users.

Additionally, KiZAN created user-facing training materials and knowledgebase documentation.

Results:

Following the successful pilots conducted by KiZAN, Humana continued with pilots in other departments of the organization. Additionally, KiZAN was engaged to provide 4 full-time consultants for Power BI, Change Management and O365, driving further consumption!



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