

The Care Quality Commission were embarking on a culture campaign to address the challenges of today's working environment by improving employee engagement and promoting healthy working habits.

Wanting to use a data-driven approach to identify where the challenges and opportunities for improvement were, CQC worked with Sword to explore, understand and plan how they could exploit their investment in Microsoft 365 and tools such as Viva to achieve their goals.

- **Rich insights** into working trends across their organisation, directorates and teams
- Definition of expected quick wins and longer-term **benefits case** vs additional Viva license costs to support investment
- A plan on how best to move forward based on a **roadmap of recommendations** aligned to benefits with practical next-step guidance
- **Engaged executive stakeholders**, warmed-up to support decision making and leadership for their directorates and teams

"Sword have had a real focus on our success and partnered well with us to explore valuable insights into our organisation."

Anthony Snape,
Director of Technology, CQC

BUSINESS OUTCOMES

OUR APPROACH



1. Workshops

Utilising Microsoft funding, we ran a series of workshops to assess the key business drivers and outcomes, bring to life the Viva capabilities and plan the business pilot.



2. Assessment

Working with Microsoft, we enabled a Viva Insights Pilot, enriched with organisational data and analysed working trends across **Meetings**, team **Collaboration** and **Wellbeing**.



3. Recommendations

We presented our findings and recommendations in a one-day interactive executive workshop focussed on cultural change opportunities, enabled by technology and data insights.



Viva Workplace
Solutions

SWORD