

## CASE STUDY: CYPRESS GROVE

# Powering Productivity with One-on-One Training

## BACKGROUND

Cypress Grove, a company previously entrenched in the Google ecosystem, faced significant challenges when transitioning from G Suite to Microsoft 365. The shift caused frustration among employees who were accustomed to Gmail and other Google features. The organization needed a solution to ease this transition, enhance user adoption, and unlock the full potential of their new Microsoft tools.

## THE CHALLENGE

**Google to Microsoft Transition: Apex Technology Management**, a New Charter Technologies company, recognized the benefits of migrating to the Microsoft ecosystem, advocating for the move. However, this transition brought forth resistance and initial difficulties as employees grappled with adjusting to Outlook and other Microsoft 365 tools.



## THE SOLUTION

Apex, in collaboration with Greystone Technology (also a New Charter Technologies company), developed a comprehensive training program tailored to Cypress Grove's specific needs. This partnership underscores New Charter's approach of utilizing the collective knowledge and resources within its network of New Charter Technologies companies. These collaborative strategies are designed to provide genuine support and guidance to clients, facilitating a seamless transition to new technologies.

### The training program included the following:

- **One-on-One Training Sessions:** Apex/Greystone organized a three-day training program, combining in-person sessions and drop-in support. The focus was on providing personalized guidance to employees.
- **Expert Instructor:** The assigned trainer exhibited enthusiasm, expert knowledge, and patience. They ensured no question was too basic and offered individualized attention.
- **Real-World Examples:** The training emphasized practical scenarios, demonstrating how Microsoft 365 tools enhance productivity.



Through targeted one-on-one training, Cypress Grove successfully **transformed its workforce, empowering them to leverage Microsoft 365 effectively.** The journey from frustration to productivity exemplifies the impact of personalized learning experiences and digital skilling.

## THE RESULTS

1. **Technology Adoption:** Employees' confidence in navigating the Microsoft ecosystem grew, and their increasing familiarity with it encouraged more frequent use of the applications and technology.
2. **Reduced Frustration:** The trainings alleviated frustration stemming from the transition away from Gmail.
3. **Inspired Innovation:** One business unit embraced the potential of Microsoft 365, creating a robust communication and tracking system using OneNote.



## CONCLUSION

Through targeted one-on-one training, Cypress Grove successfully transformed its workforce, empowering them to leverage Microsoft 365 effectively. The journey from frustration to productivity exemplifies the impact of personalized learning experiences and digital skilling.

As Managed Microsoft Partners, Tier 1 CSPs, and holders of all Solution Partner Designations with Microsoft, New Charter Technologies companies ensure that clients enjoy enhanced security, productivity, and innovation.

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