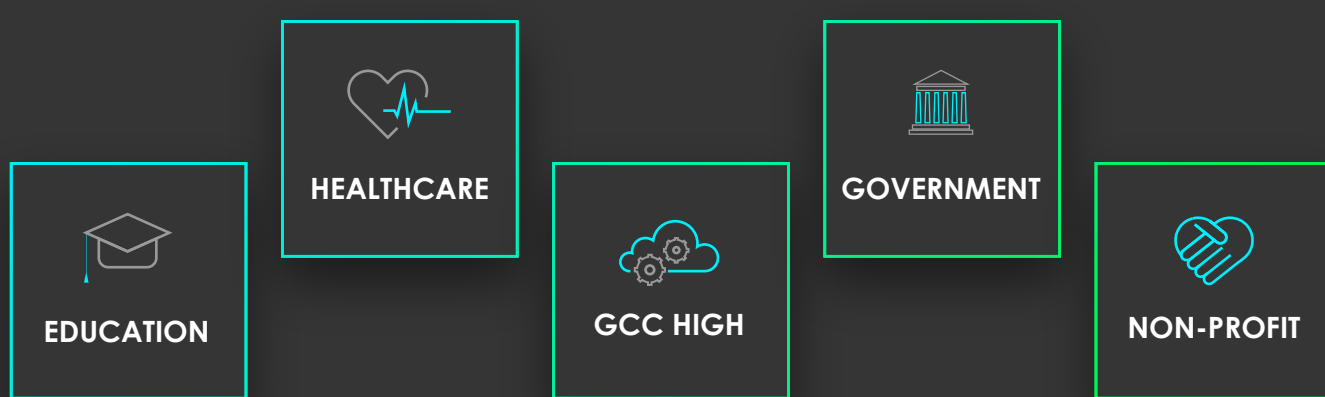


DIGITAL TRANSFORMATION, ACCELERATED: HOW TO MOVE FORWARD IN THE MIDST OF A GLOBAL CRISIS

No industry has been left untouched by the global health crisis of 2020. Change is happening—along with innovation and lessons for progress.

Organizations are accelerating their digital transformation efforts to meet the many challenges posed by COVID-19. Those that already had the partners and tools in place for their digital transformation were able to quickly adjust to meet new customer needs. As a result, these organizations are benefitting from innovative business outcomes, while providing valuable lessons learned.



“ We've seen two years' worth of digital transformation in two months. From remote teamwork and learning, to sales and customer service, to critical cloud infrastructure and security—we are working alongside customers every day to help them adapt and stay open for business in a world of remote everything.”

— Satya Nadella, CEO, Microsoft

HERE'S HOW A FEW INDUSTRIES ARE EMBRACING CHANGE—AND HOW YOU CAN ACCELERATE YOUR OWN DIGITAL TRANSFORMATION JOURNEY

If the journey of a thousand miles begins with a single step, for Duval County Public Schools, that step in a new direction began approximately five years ago.

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The biggest difference in the very beginning was Microsoft's single sign-on because it made everyone's life easier. It gave students access to blended learning by just clicking on a link and logging in. So that took away the teachers having to provide different logins for each tool and kids having to remember them. That was the start of real adoption.”

— Kathy Hart: Director of Technology Innovation Duval County Public Schools

Consider new solutions to solve old problems, such as virtual visits to meet with patients in a physically safe environment while improving efficiency and provider accessibility.

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From the patient's perspective, virtual visits are unique. They benefit the environment, let us deliver care within the patient's community, and help us provide a better service to our patients.”

— Richard Hill, Senior Collaborations Lead for Health Informatics, Calderdale and Huddersfield NHS Foundation Trust (CHFT)

Enabling GCC High with Voice and Audio Conferencing via Microsoft Teams Direct Routing

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With the combined power of CallTower's Direct Routing telephony and C3's robust and secure Microsoft 365 GCC High expertise, clients can facilitate dial-in conferencing and PSTN calling through Microsoft Teams just as they would in the commercial version of Microsoft 365. This advantage will not only accelerate the adoption of Teams through GCC High organizations, but the migration to Microsoft 365 GCC High itself.

Modernize outdated platforms to reduce costs, improve scalability, and meet compliance requirements.

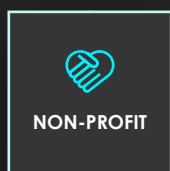
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For the Washington Health Benefits Exchange, replacing legacy equipment in an offsite data center would require another upgrade in about five years. By moving to Azure Government, the exchange was able to complete its back-end project in less time and for less money than it would have cost to replace legacy equipment, an annual cost avoidance of \$650,000.

By partnering with StratusLIVE, this nonprofit leveraged a customized Dynamics 365 tool to forge deeper relationships.

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Fundraising at its core is about data and information. Having that data at my fingertips makes us more productive as an organization.”

— Geoff DeLizzio: Chief Development Officer Epilepsy Foundation

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