

**NEWCREST MINING**

# Smart Working with Office 365

Newcrest Mining is an Australian-based corporation engaging in the exploration, development, mining and sale of gold and gold-copper concentrate. It is Australia's leading gold mining company and its operations have expanded beyond Australia, becoming a prominent international mining corporation.

With the assistance of Cubic, Newcrest were able to drive employee adaptation of Office 365, which had been implemented with poor update. Through training and engagement, there was a measurable update in usage for OneDrive and an overall increase in the use of the Office 365 stack.

**PROJECT SUMMARY**

**SERVICE**

Enterprise Learning

**TEAM**

Training Specialist

**DURATION**

November 2019 – February 2020

Office 365 had been implemented without communications or training. As a result, employees were not fully aware of the available functionality of the cloud and Office 365 and given the global and remote nature of the business, functionality was not being used as effectively as intended.

Staff had also become over-reliant on email and network drives as well as storing data on their desktop & external hard drives.

There was an opportunity to increase the organisation's digital literacy and awareness of the Office 365 tools available to staff, drive an increase in user adoption and improve secure collaboration in the cloud. Applications included OneDrive for Business, SharePoint Online, Microsoft Teams and the concept of Office 365 groups.





## PROJECT OVERVIEW

Smart Working with Office 365 was a project aimed at increasing the organisations digital literacy and awareness of tools available to staff as part of their Newcrest Office 365 subscription. The project aimed to promote a measurable uptake in usage and to improve secure collaboration in the cloud across the mine sites & Head Office in Melbourne. Newcrest needed to see a 50% increase in usage rates for OneDrive and overall usage across the Office 365 stack, therefore generating a stronger ROI on the subscriptions paid to Microsoft for each staff member to have an E3 Office 365 account.

Cubic was engaged to increase adoption of the collaboration / file storage tools available with Office 365.

- Increasing awareness and demonstration of tools available
- Facilitation of workshops
- Communications strategy and execution to build awareness of the project

We provided the following key services and resources as well as developed and implemented the following deliverables across the program:

### SERVICE

Our Training Specialist worked closely with the project team and the business to determine the Office 365 learning requirements, including assessing readiness.

A comprehensive and integrated communication campaign created awareness of the workshop roadshow and the benefits of Office 365. The Office 365 learning solution included nation-wide, on-site facilitated workshops with demonstrations and support material. An eLearn solution was also built to include just-in-time learning modules using Adobe Captivate.

### RESOURCES

- **Training Specialist** – Presenter & producer of materials re Office 365 awareness workshops, comms material production, eLearn producer, Office 365 SME

### DELIVERABLES

- Delivery of facilitated engaging workshops on Office 365
- Dedicated eLearn for all staff

This led to a successful transformation with highly effective learning and adoption:

### OUTCOMES

- Cubic trained over 250 staff face-to-face both at mine site & in the Head Office functions and received a rating of 4.81 out of 5 from 90 participants.
- The business saw a 50% increase in usage rates in OneDrive for Business and an overall increase in the use of the Office 365 stack
- The uptake generated a stronger ROI on the Microsoft E3 Office 365 subscriptions held by the business. There was also an increase in adoption of the collaboration applications available within Office 365 (such as Teams).

### LEARNINGS

- Engaging Cubic, with a dedicated Office 365 training specialist ensured the project was completed early and had a higher than expected participation rate.
- Cubic's approach to digital adoption, ensured our delivery had measurable outcomes for the client.

FIND OUT HOW WE CAN IGNITE CHANGE TO IMPROVE ADOPTION WITHIN YOUR ORGANISATION TODAY.



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