



## LANE COUNTY

### Lane County Accelerates Digital Transformation with Microsoft 365

#### About Lane County

Lane County, the fourth largest county in Oregon, covers 4,722

square miles stretching from the Pacific Ocean to the Cascade Mountains. The County employs over 1,700 workers who provide residents and visitors with a wide range of social and emergency services.

#### The Challenge

Facing an expanding workforce with a growing appetite for digital services, Lane County's Technology Team was spending most of their time just keeping their on-premises servers, networks, and communication tools operational and secure. They looked to the cloud as a flexible, secure, and robust foundation that would empower the team to be more proactive than reactive; however, the pace of change was slow. With the sudden onset of 2020's COVID-19 lockdowns and remote work, Lane County's Technology Team knew it was no longer a question of if or when to migrate to cloud-based productivity and collaboration tools, but a matter of how and how quickly.

#### The Solution

Lane County's cloud transformation took a two-pronged approach. First, they engaged with an organizational group of power users named the Change Agent Network (CAN) Team. Second, the County engaged a trusted technology partner, Cerium Networks, to guide their journey to the Microsoft cloud. Cerium Networks, a Microsoft Gold partner with experience implementing, migrating to, and supporting Microsoft 365 environments, had a previous history of success with Lane County, albeit with non-Microsoft technologies. Cerium's rich history of success delivering innovative business solutions based on Microsoft technologies helped them emerge as Lane County's choice for Microsoft solution provider.

Tasked with accelerating user engagement and adoption of process and technology across the organization, the dedicated CAN Team was made up of 33 members from a cross-section of Lane County departments and teams. From executive assistants to supervisors to



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#### Solution

- Cerium-led planning sessions designed to plan the migration from on-premises collaboration and productivity tools to Microsoft 365
- Microsoft Teams training for Lane County's power users prior to M365 go-live.

#### Results:

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managers, it included members who were very tech-savvy and others with intimate knowledge of requirements and processes but only a basic understanding of the underlying technologies. The CAN Team's mission was to act as user advocates providing their experience and expertise about using technology within the scope of their jobs. The valuable insights provided by the CAN Team helped Cerium and Lane County together develop an M365 technology roadmap for the future that defines their vision and identifies the capabilities and solutions required to achieve the County's strategic objectives.

Lane County embarked on its cloud journey with a series of Cerium-led planning sessions designed to plan the migration from on-premises collaboration and productivity tools to Microsoft 365 Security and Compliance, Teams, Exchange Online Protection, and Exchange Online. Intune and SharePoint were included to ensure a holistic approach with the future in mind. Cerium's Deployment Planning Services took the approach of listening first and respecting the tribal knowledge of Lane County experts while leading discussion responses based on best practices and knowledge. The resulting roadmap provided Lane County with a deep understanding of the priorities and constraints for deploying M365 products. Before the first implementation, the Cerium Learning Center set out to train every Lane County staff member on the initial technology, Microsoft Teams, prior to M365 go-live. This combination of Cerium's experience with Microsoft planning and solutions, engagement from the CAN Team, and the all-inclusive training sessions with Lane County staff enabled the deployment team to anticipate roadblocks and navigate implementation, security, licensing, and adoption challenges to complete a successful implementation.

### Results

Teams and Exchange Online are reliably delivering Microsoft's best-in-class collaboration environment to Lane County employees, empowering them to work effectively whether in the office or working remotely. Engaging the CAN team early in the planning process and providing employees with the right mix of motivation, communication, and training ensured users were prepared to unlock the potential of the new cloud applications and start using them in their day-to-day work as soon as they were deployed.

### Conclusion

Microsoft 365's future-ready cloud platform forms the foundation for the mission-critical services that empower Lane County to meet the changing needs of its employees and residents. It provides cost-effective productivity tools that streamline IT management while safeguarding the County's critical data with built-in security features that accommodate the new realities of their dynamic workforce. Microsoft 365 has enhanced the County's organizational agility, with the flexibility to integrate innovative applications, such as Microsoft Teams, and the scalability to expand their workforce to meet changing requirements. Partnering with Cerium offers the County perspective and expertise for accelerating its digital transformation while minimizing risks and maximizing the return on its technology investments.