



Success Story



About the Client

Founded in 1967, Quest Diagnostics has empowered people to take action to improve health outcomes for more than 50 years. Derived from the world's largest database of clinical lab results, the company's diagnostic insights help reveal new avenues to identify and treat disease, inspire healthy behaviors and improve health care management. Quest annually serves one in three adult Americans and nearly half the physicians and hospitals in the United States. Their 45,000+ employees understand that, in the right hands and with the right context, their diagnostic insights can inspire actions that transform lives.



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Success Story Quest Diagnostics

QUEST DIAGNOSTICS A Digital Workspace Transformation

Quest Diagnostics recognized the need to update its employee experience with a digital workplace that would connect its 46,000 colleagues by:

- Allowing teams to better work and collaborate on documents
- Enabling employees to find and work with subject matter experts
- Improving employee experience with a uniquely designed profile

After considering several intranet options, the Quest team decided to implement a Powell 365 digital workplace. The team appreciated the ability to allow users to quickly and easily start collaborating using template-based sites. Rather than take on a long, resource-intensive intranet project in-house, Quest chose to work with the experts at Powell Software to create a unique user experience that integrated Microsoft tools including SharePoint and Office 365. Powell Software stood out to the Quest team as a Microsoft Gold partner with deep knowledge of digital workplaces. The team felt that the Powell 365 digital workplace offered the most value at the most competitive pricing.

"We wanted to provide relevant content, where and when colleagues need it. We've increased our efficiency and collaboration while reducing email and rework"

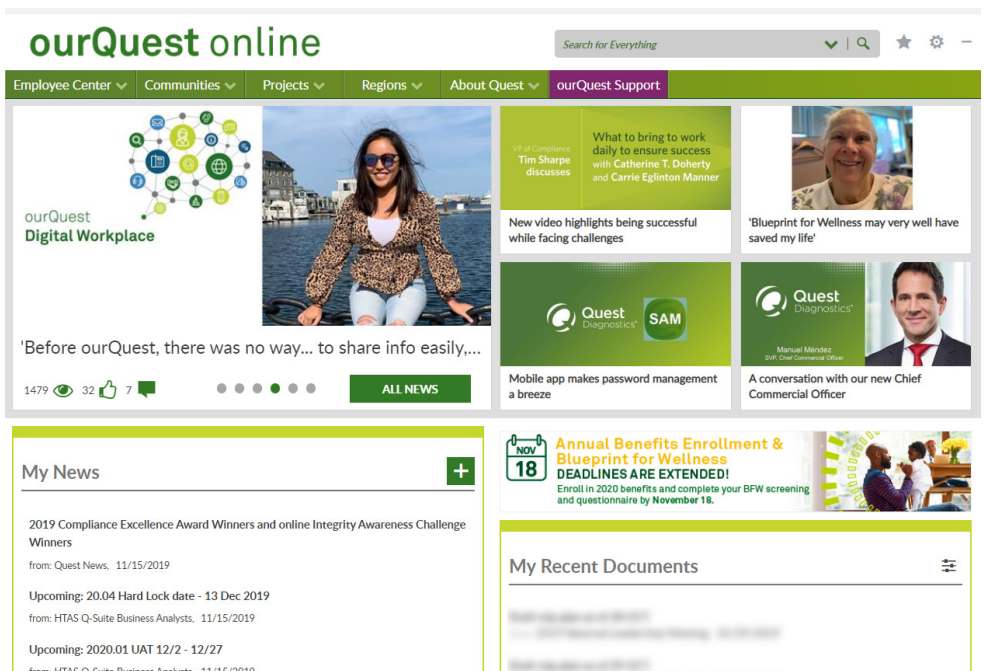
-Gary Samuels, VP, Corporate Communications, Quest Diagnostics

The Quest Diagnostics digital workplace transformation began with a pilot in June 2018, and their new intranet, ourQuest, was fully released to all employees by April 2019. Because Quest did not have a dedicated person or team to manage these types of employee experience projects, digital workplace teams were formed to oversee the intranet transition:

- Steering Committee, Executive Sponsors and Owner - Ensure successful delivery of Digital Workplace strategies, including the goals set forth by the vision statements. Oversee the overall performance and provide input on new initiatives to support business objectives.
- Core team - Cross-functional project team meeting weekly to provide guidance and make decisions. Responsible for daily operations, development, and support to maximize the impact.
- Governance team - Core team plus additional stakeholders meeting monthly to codify recommendations and advocate tactically in the form of guidelines, policies and procedures.
- "Quest Futurists" - Community of about 700 early adopters who expressed an interest in learning, employing, and influencing the adoption of the Digital Workplace and its tools to drive business transformation and new ways of working at Quest.

In addition, Quest had full support from Powell Software throughout the project. Powell provided training resources and documentation, along with best practices to build, implement and drive adoption of the Powell 365 intranet.

Once the new ourQuest intranet had been successfully deployed, employees immediately began adopting the tool to better utilize SharePoint and Office 365 technology in their daily work. Intranet success stories are shared through the “citizen journalists” campaign, in which colleagues say - in their own words - how using ourQuest makes a difference for them. Quest has found that the best method to drive adoption is working with individual users and teams on their business problems and exploring how the new technology can help solve them. Additional support and resources were also given to colleagues to help with the transition such as: weekly “office hours” known as Tuesday check-in sessions, an ‘OurQuest Support Community’ site with step-by-step tutorials, video tutorials, news about newly released features, a Yammer discussion and a calendar of upcoming trainings and events, 2-hour instructor-led training biweekly for course credit in the learning management system, biweekly and by-request “onboarding” sessions for new users, as well as core team weekly meetings to discuss governance and operating rhythms.



About Powell Software

Powell Software is an International Software Vendor, that drives digital transformation by offering intelligent digital workplace solutions. Through our collection of easy to use collaboration, productivity, implementation and governance products, we help customers all over the world realize their digital workplace projects from A to Z with ease.



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Quest continues to see record numbers of logins into ourQuest, and since launch there have been nearly 500 (and counting) user-generated Community, Project and Region sites. Created with the new user-friendly interface, these sites allow teams to easily collaborate on documents, find and work with subject matter experts, and request and manage their own sites for internal stakeholders. Employees are excited about the vastly upgraded search function and its refiners that make finding resources quick and convenient. In addition to the improvements made to employee productivity and efficiency, Quest Diagnostics is at the beginning of a culture change. Aside from changing their technology, Quest teams are changing their behaviors, and the digital workplace project team is focused on three pillars: conversation, collaboration and information management.

Even with the progress that Quest Diagnostics has made in such a short amount of time, the team will continuously evaluate the digital workplace and find ways to make the digital journey more rewarding for end-users as the technology evolves.