



## c2c keeps meetings on the rails with Microsoft Teams

### Story Snapshot

UK rail firm Trenitalia c2c is utilising Microsoft Teams to transform the way that information flows across its business. 140 headquartered staff will benefit from using the platform, which is integrated with Smartsheet, to quickly find information, keep track of actions and better understand the outcomes of meetings.

- Innovative approach to Teams helped transform information flow
- The intuitive platform enables staff to quickly share tasks and actions



Modern Workplace

### Background

c2c is a complex business. The company handles multiple regular meetings and was struggling to manage the information flow across them.

With the help of Insight, it harnessed the power of Microsoft Teams to meet its objectives of avoiding duplication, providing visibility of what's happening throughout the organisation and running efficient meetings.

### Challenge

Running more than 200 regular meetings that involve a wide range of stakeholders, from government to operational level, poses numerous challenges.

c2c discovered that after meetings, gaps in information emerged, leaving staff unclear about their responsibilities and actions. Furthermore, crucial knowledge and materials were not consistently shared with those unable to attend the meetings.

To help manage projects and meeting actions, c2c had used Smartsheet for five years. However, staff were not fully utilising the platform. Many were unaware of its potential and the business did not have any use cases, which further impacted the flow of information across the business and various departments.

"From our first meeting, Insight understood our vision and requirements. They were able to interpret what we wanted to achieve and developed a unique Teams environment that underpins all our core objectives. Insight has provided us with a tool that works just for us, which will have a positive impact across the business."

Phil Leney, Finance Director, c2c



## Solution and Outcome

Having recently transitioned to Microsoft, c2c reviewed the way internal meetings were being run by the business. The train operator needed an integrated solution that could surface the Smartsheet information in a Microsoft Teams environment and cascade it between Teams.

c2c engaged Insight to help identify intuitive solutions that could be deployed across its departments. Insight quickly identified ways that Microsoft Teams could be leveraged to host meetings and host a centralised information hub for each meeting. The solution would cascade information between c2c teams, enable staff to track tasks, risks and issues and provide full visibility of meetings across the business.

In collaboration with the c2c team, Insight adopted a programmatic approach to configuring the Teams environment. Utilising Power Automate and Microsoft Graph, it created various Teams - reflecting the business' organisational structure – with private channels and tabs within each.

Insight also successfully integrated c2c's existing Smartsheet application into the new meeting environment. Insight used Teams to unlock the benefits of the solution, creating a single pane of glass that enabled the company to manage all information, before, during and after a meeting, through the Smartsheet capability.

Regular meetings are now hosted through Teams, with attendees presented with information relevant to them in one environment. Risks and actions from each meeting are quickly escalated within each of c2c's business pillars, enhancing the flow of information across the organisation.

"We have excellent people, but our processes were holding them back. Microsoft Teams has improved the flow of information across our business, enabling us to make better and more rapid decisions."

**Rob Mullen, Managing Director, c2c**

## Why Insight?

As a leading Solutions Integrator, Insight was able to use its expert understanding of the Microsoft Teams platform to build a solution that met c2c's unique requirements.

c2c's Business Transformation Team had clear objectives. It wanted to stop duplication, improve visibility, and improve processes that would improve decision making across its business. Insight was able to quickly turn those into tangible functionalities within a Teams environment.

The knowledge and agility of the Insight team also enabled it to propose and implement innovative ways to add further functionality and automation to the solution.

## KEY RESULTS

200

External and internal meetings regularly held by the business.

Integrated

Insight integrated c2c's existing Smartsheet application into Teams to track actions and tasks.

Decisions

Decision making is quicker as actions and tasks are automatically cascaded between departments following meetings.

Visibility

There is full visibility of an individual's actions and tasks, reducing duplication and repetition between meetings.