



## Empowering the workplace: How Ledarna reduced complexity and enabled employees with modern devices and solutions

In a fast-paced business world, even the smallest enhancements can bring about results. Unlocking the ability to be better informed, boost productivity and enhance collaboration is therefore a game changer.

### **ledarna** SVERIGES CHEFSORGANISATION

#### Customer

##### Ledarna

Website: [www.ledarna.se](http://www.ledarna.se)

Country: Sweden

Industry: Professional services

Company size: 150 employees

#### Customer profile

A Swedish organisation for professional member-managers, Ledarna has over 90,000 members. This leads to unique challenges for communications for employees and members alike.

#### Software and services

Microsoft Surface,  
Microsoft 365

Ledarna, an organisation working with 90,000-member managers across Sweden, understands this, which is why it chose to deploy Surface devices and Microsoft 365 to help managers keep up to date and remain connected in real time. With these new technologies, the organisation—Sweden's only union for executive employees—can now provide leadership advice and services on a secure, modern platform, faster and more efficiently than ever before.

## Growth creates its own challenges

Over the past two years, Ledarna has grown to 150 employees to serve their growing member base. With that growth came the ongoing challenge of managing multiple technologies. The organisation was using legacy hardware and software, from desktop computers running Lotus Notes or Windows 7, to on-premises servers running custom applications.

For IT leaders Niclas Ström and Alex Tsarapatsanis, it became increasingly complex to manage a disparate technology landscape. The IT team was spending a huge amount of time on management tasks such as applying BIOS updates, patches and device drivers, just to keep systems and users up and running in a secure environment.

Ström and Tsarapatsanis knew Ledarna could be far more effective if they had a more modern, cloud-based IT landscape. The two led the effort to create a unified, secure, cloud-based platform for their employees and members, built on the Surface family of devices and Microsoft 365. A move that enabled them to consolidate data from on-premises servers in the cloud, while reducing complexity and cost.

## Enabling end-users to collaborate more effectively

The first part of the modernisation project involved migrating users to Microsoft 365, and Ledarna's employees immediately took advantage of the rich collaboration features at their disposal. Many work remotely from home or in the field, which made accessing and exchanging information in a timely, secure manner a challenge in the past. With everyone on the same platform, employees now collaborate easily, working on documents in real time and sharing sensitive information securely. Employees are also taking advantage of the modern collaboration features in SharePoint, Skype for Business and Yammer. "They're working on documents in real time, which has made collaborating much more efficient," says Tsarapatsanis. "Our marketing team has a Yammer group that discusses competitive intelligence, which is very effective for them."



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Alex Tsarapatsanis, IT Architect

Additionally, many employees use Skype for Business to participate in Ledarna's employee all-hands meetings; using chat features to interact or watch a recording of the meeting when it works with their schedule, both things they couldn't do in the past.

"There are so many types of Surface hardware now, there's something for everyone," says Tsarapatsanis. "We have people using the touch capabilities of Surface in ways they've never used a device before. Best of all, when they open their laptop, everything just works."

Mobility and security were also top concerns for Ledarna's negotiators—a group of employees who work on site with members across Sweden. These highly mobile staff now have the ability to create and manage highly sensitive documents quickly, securely updating agreements on the fly or customising presentations in real time, thanks to the powerful combination of Surface Laptop, Surface Pen and Microsoft 365.

"I love using the Surface Pen to make quick comments in documents and notes in OneNote," says Lars Rosenlind, a Ledarna Negotiator. "I now use links more than attachments to collaborate more easily across the organisation."

## Seamless security and support

Like other organisations specialising in HR or people operations, security is critical for Ledarna as it handles sensitive information such as personal data or salary comparisons on a day-to-day basis. The company must also adhere to the EU's General Data Protection Regulation (GDPR), making compliance a key concern.

In the past, updates and security management were complex and time-consuming for Ledarna's staff. However, with Microsoft 365, those tasks no longer require IT staff intervention. "Everything is automatic through Windows Update and we don't have to spend time worrying about systems being current and secure," says Ström. Ledarna also takes advantage of user settings and security features built in to Windows 10 and Microsoft 365 to manage who has access to information. A game-changing feature given the frequent requirement for employees to share documents with members and others outside the organisation.

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Lars Rosenlind, Ledarna Negotiator



Since deploying Surface hardware and Microsoft 365, IT support requests have dropped an estimated 30 to 40 per cent at Ledarna; a huge productivity gain that frees up IT staff to focus on innovating in other ways to serve the business.

"We're able to do more than just fight fires and be reactive," notes Tsarapatsanis, referring to the urgent troubleshooting requests the IT team used to field in the past. "Now we can prevent fires in the first place."

## Empowering employees to achieve more

As a result of Ledarna's move to modern tools, the IT team is now able to monitor security and usage settings in one place, and access deeper insights into user behaviour, too, helping them to better visualise and understand the needs of employees. Recently, an HR manager met with the team, requesting a third-party service for operations management. Ström and Tsarapatsanis were able to show the manager that the capabilities she wanted were already available via Microsoft 365, using Teams, OneNote and Planner, so there was no need to spend money or expose data to a separate web-based service.

In addition to enhanced usage monitoring, one of the best indicators that Ledarna's move to Microsoft technologies has been successful has been user feedback—or more specifically, the lack of it. In stark contrast to legacy solutions, employees are now empowered to explore and use the modern capabilities of Microsoft 365 on Surface devices, without the need to involve IT. "We know it's working, because there's silence," says Ström. "That means we don't have a lot of support requests or users giving negative feedback. It's an exciting improvement."

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Niclas Ström, IT Specialist



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- Engage customers
- Optimise operations
- Transform product
- Transform business

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