

Special Olympics



THE COMPANY: SPECIAL OLYMPICS CANADA

Special Olympics is a truly unique organization as it combines the work of a Sport Charity as well as a Social Change Charity, working with individuals with intellectual disabilities. Their primary objective is to promote inclusion of these individuals into society through sport. Special Olympics is also an international movement, with global reach. In Canada, the branch is federated with provinces and territories represented as Chapters.

Industry:
Not-for-Profit

Technologies:
SharePoint Online
Microsoft Teams

SITUATION

Chapters are operated independently as their own companies, which becomes a challenge for Special Olympics Canada to disseminate information and collaborate across the country to enable process improvement and sport governance. Given that the level of communication and collaboration between Special Olympics Canada and the Chapters had increased during the COVID pandemic, Special Olympics Canada were in search of a partner to provide them with a strategic centralized way of organizing, sharing, and governing the content with the Chapters. This included a user interface simple enough for anyone like the volunteers to use, with limited training.

CHALLENGES

There were too many Dropbox accounts floating around the organization, some paid accounts but many free. These would go dormant if an individual who had created them left the organization. There were also issues with the size of the Dropbox. If a Chapter did not have sufficient space in their Dropbox to accommodate all the information in the paid or unpaid Dropbox, they could not connect and get the information, and it could be lost. Because of the existence of multiple accounts, there were constantly emails being exchanged pertaining to where information was available and with duplicated or out of date attachments. Each Department had their own Dropbox accounts (some used other collaboration and cloud file sharing tools as well) so there was no central location for Chapters to find the information they needed in a centrally governed manner.

Furthermore, this in turn brought about more confusion for volunteers, as the centralization of information was lost. Duplication of content, outdated content and a multitude of challenges were quickly arising. As such, amongst many challenges, the immediate need was to seamlessly provide a way for departments to share information and collaboration with the siloed Chapters across the country in a governed manner through a common sanctioned service.

OBJECTIVE

Special Olympics Canada's objective was to strategically modernize and centrally govern and connect their cloud productivity toolsets across the country for b-lingual regional chapters, coaches, and volunteers to stay connected and productive while at the same time reducing costs, increased engagement, and an increased adoption of Modern Teamwork cloud technologies.

SOLUTION/SERVICE

The client selected Creospark to implement a solution that would modernize and transform the way they communicate and collaborate with a strong focus on ease of use and end user experience.

Creospark worked with Special Olympics to approach this challenge by leveraging SharePoint Online as a document management and content distribution system to store and organize files, and disseminate the necessary digital communications to the Chapters and Volunteers with the Valo Intranet digital workplace solution to satisfy the needs of their external users from disconnected domains accessing and navigating the content.

The solution was then expanded to include areas for Chapters to upload content to Special Olympics Canada, as well as a direct interface to MS Teams to allow for Chapters and departments to host meetings, have one on one or group chats, and collaborate on files.

RESULT

The solution brought the true meaning and value of Modern Teamwork to life for Special Olympics Canada by connecting the Special Olympics Canada corporate office with all the Chapters & Volunteers. The Chapters & Volunteers were given guidelines and common governed services like Microsoft SharePoint Online and Microsoft Teams with an intuitive information architecture and a very easy to use and understand user interface to get to the information they required.

THE PARTNER: CREOSPAK

Creospark is Microsoft Gold Partner (Collaboration & Content, Application Development, Small & Midmarket Cloud Solutions) and a Charter Member of the Microsoft Content Services Program. Our goal is to transform your workplace into an enthusiastic environment for your people to work better, faster, and smarter. Their focus is Strategic Consulting around Modern Teamwork (Microsoft 365, Teams & SharePoint), Power Platform, and Microsoft Azure. Creospark believes that in the ever-changing digital environment, it is extremely important to harness the power of the cloud.

"Creospark has been a delight to work with, we've gotten excellent service and advice from them and are thrilled to have them as a partner."

- Denise Strong, Director - Information Systems



Contact us:
www.creospark.com
info@creospark.com