

# Microsoft 365 Teamwork

Case Study – Mavention and CJG Rijnmond

## Helping to improve the quality of youth healthcare with Microsoft Teams

Through its Microsoft Teams Value Discovery offering, Microsoft partner Mavention helped the largest youth health organization in the Netherlands increase knowledge sharing and improve collaboration among staff, care providers, and patients.

### Sharing knowledge to help organizations thrive

The inspiration behind the name of professional services and consulting firm Mavention is the English word *maven*—defined as a trusted expert in a particular field who seeks to pass on knowledge to others. The company's founders believed that the term's definition perfectly matched their mission of sharing their knowledge and expertise to help organizations and their employees become more successful. Today, Mavention continues to apply its extensive experience with Microsoft 365 teamwork tools, including Office 365, Microsoft Teams, SharePoint, Yammer, and OneNote to help customers realize value from these critical investments.

One way Mavention is delivering on these promises is with its Microsoft Teams Value Discovery offering. Through this solution, Mavention helps companies build teamwork-centric cultures that empower employees through more effective collaboration. It was these qualities that made Mavention the logical choice when the Netherlands' largest youth health organization, Centrum Voor Jeugd en Gezin Rijnmond (CJG Rijnmond), was looking for a partner to help them improve teamwork and information sharing across care teams.

### Streamlining how care teams collaborate

Serving more than 250,000 children from birth to 18 years old in the Rotterdam-Rijnmond region of the Netherlands, the 700 staff members at CJG Rijnmond must be able to effectively collaborate and share information. CJG Rijnmond needed a solution that could streamline communications and simplify access to important documents from any location in the region, on the devices of their choice. One that could accommodate care partners who work



### Partner profile

Mavention is a professional services company that works closely with its customers to help them leverage technology to increase productivity, security, and efficiency across their organizations.

**The Hague, Netherlands**  
[mavention.nl](https://mavention.nl)

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*"It's exciting to see how easily the Communications Team has adopted Microsoft Teams — and how it has empowered them to work together more effectively."*

– Floor de Wit, *Business Consultant, Mavention*

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*“Microsoft Teams enables us to stay connected, collaborate easily, and share information in a highly secure environment.”*

– Laura Otte, *Communications Advisor, CJG Rijnmond*

part-time, and on a variety of different schedules. Having already chosen Office 365 as its communication and content management platform, CJG Rijnmond has now implemented Mavention’s Microsoft Teams Value Discovery engagement to learn how Teams can facilitate this critical need.

The Teams Value Discovery offering is based on Mavention’s three-phase “See, Feel, Change” approach. At CJG Rijnmond, the “See” phase began with an introduction to Teams. Then, an in-depth teamwork assessment analyzed CJG Rijnmond’s current teamwork tools to determine how employees could work together more effectively, while leveraging established resources and keeping sensitive patient healthcare information secure. For the “Feel” phase, the focus turned to defining a clear, concise, and comprehensive vision. This well-defined vision and an overview of its intended business objectives has helped CJG Rijnmond more effectively design the introduction and rollout of Microsoft Teams across the organization.

In the final “Change” phase, the Teams Value Discovery engagement focused on adoption. Mavention used the Quick Launch tool to help CJG Rijnmond deploy Teams based on specific user scenarios. For example, one scenario for CJG Rijnmond was about how its communications staff could use Teams to facilitate the creation of a digital magazine—with interviews and articles collectively composed by employees from different departments—that’s shared with staff and parents. Next, Mavention experts trained key stakeholders and users about how to use Teams in those scenarios—and provided tools and resources to help drive adoption. Ultimately, Mavention led a three-week pilot engagement to help CJG Rijnmond establish best practices and ensure success.

### **Supporting opportunities**

Not only does the Value Discovery engagement enable Mavention to make the most of the Microsoft Teams opportunity, it has also helped CJG Rijnmond foster more effective communication and teamwork across the organization. Because Teams delivers a fluid environment for real-time collaboration, they can move projects forward quickly while sharing files and working together. Mavention and CJG Rijnmond will continue to work together to ensure long-term adoption. Their ongoing collaboration will help CJG Rijnmond uncover new opportunities to increase innovation and productivity as new capabilities are added to the Microsoft 365 platform.