

Leading Bank

CLIENT

Financial Services

INDUSTRY

Design · Develop

DELIVERED AS

• Microsoft Teams

• Microsoft Viva

• SharePoint Online

• Power Platform

MICROSOFT VIVA EMPLOYEE EXPERIENCE

A Microsoft Teams colleague gateway for a leading bank

A personalised colleague portal that lives inside Microsoft Teams, giving the bank's staff across Africa one place to find news, company services and the people they work with.

01

THE CHALLENGE

The client is a large financial services group with staff spread across Africa. The information and tools people relied on every day sat in different systems, so simple tasks took longer than they should and colleagues spent time hunting for what they needed. The bank wanted a single, personalised place where staff could reach company services, find the right information and stay connected with each other, whether they were in an office or working from home.

02

THE APPROACH

We worked alongside the bank to build the Colleague Gateway, following a plan, design, build and deploy cycle. It pulls the bank's services and knowledge platforms together inside Microsoft Teams, so people get to what they need without jumping between systems. Microsoft Viva powers the employee experience, SharePoint Online holds the content, and the Power Platform runs the workflow and automation behind it. Single sign-on takes the friction out of getting in, and a profile someone updates once flows through to every system that depends on it. News, alerts, company resources, recognition, shared calendars and self-service tools all sit in one curated view that is shaped around each person.

03

THE OUTCOME

Staff now have one place to start the day. The information and insights they need are brought to the front, company services are easier to reach, and colleagues are better connected across the business both in person and online. The experience stays consistent wherever someone works, and the platform gives the bank room to keep building on it.

CASE REFERENCE · FINANCIAL SERVICES

Leading Bank



Microsoft

Leading Bank

CLIENT

Financial Services

INDUSTRY

Design · Develop

DELIVERED AS

• Microsoft Teams

• Microsoft Viva

• SharePoint Online

• Power Platform

04

SUMMARY & BENEFITS

- ✓ Colleagues across the bank are better connected, in person and online.
- ✓ A single dashboard for most of the bank's integrated services.
- ✓ The information and insights people need are brought to the front.

Want a result like this?

Talk to us about your own challenge — info@firsttech.digital or +27 10 501 0800.

Let's Talk →