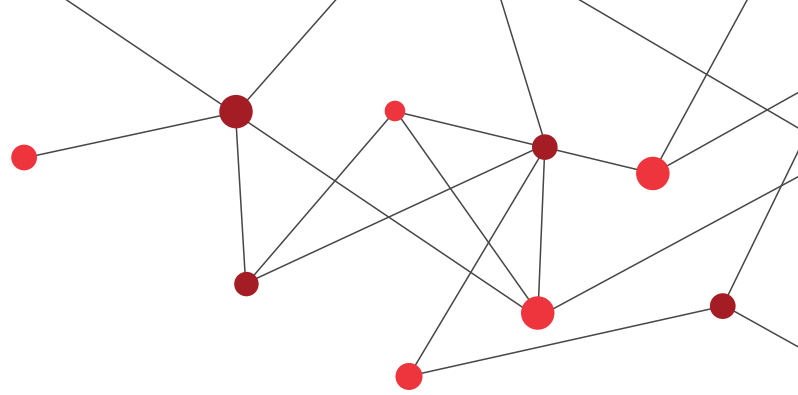




**CompuVision**  
Manage · Protect · Accelerate

# Tools To Meet Demand

Helping companies collaborate, share workloads, and cross time zones



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## Introduction

An industry that once used clunky and disjointed internal communication systems faces a projected CAGR of 7.5%. As a result, many are looking to answer the question of how to stay ahead of demand.

The addition of technology to the insurance industry has brought a growing demand for flexibility to work remotely in faster, smarter ways that help individuals to stay connected and have access to work from the palm of their hand. Fortunately, the Canadian health insurance industry has several software options available to help accomplish and surpass a 7.5% CAGR.

What are some examples of software that agencies are using to meet this demand?

What tools allow work while in transit or at a remote location? What tools are helping companies collaborate, share workloads, and cross time zones?

Embracing digital technology throughout this industry has permitted insurers to speed up the claims process, allowing users access to data and information easily and quickly. However, these trends don't continue on their own, and in order to encourage growth within the sector, agencies must offer upgraded services to their customers at faster speeds with better quality.

These Microsoft software products are compatible with each other and with a host of other third-party apps. Let's take a look.

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## Office 365

Access to basic messaging allows for the existence of locationally diverse work environments, but intergroup communication can be difficult to connect and manage, especially in firms with significant group numbers.

The time spent managing group communication can be frustrating and time-consuming, all while draining financial resources. Ineffective communication can also create bottlenecks that slow down the ability to convert leads.

Migrating your company to using one system like Office 365 increases productivity in two foundational ways. Firstly, companies can efficiently teach Office 365 to all employees. Second, it also allows IT to manage just one communication system instead of parsing together multiple communications platforms.



Additionally, the cost savings of migrating to one communication platform instead of maintaining, managing, and operating multiple platforms is substantial.

Having all employees on Microsoft 365 means that everyone is on the same page, and this will increase efficiency, leading to productivity growth throughout all groups in the entire company.



## Microsoft Teams

Microsoft Teams excels in flexible setup, balancing groups, and taking a conversation privately. It is the one-stop-shop for calling, chatting, meeting, and collaborating.

When setting up teams, you can easily connect any Microsoft app, eliminating the need to jump in and out of various software programs, thereby raising efficiency levels.

Teams also aids in the implementation of remote work environments. Companies that need the ability to allow remote work for the mid to long term can migrate their systems to Teams, and careers can keep moving at a steady pace. Teams also has features to help people working in different time zones - this helps collaborators to flow and maintain efficiency.

Microsoft Teams allows for integration with apps like Trello, Asana, ScrumGenius, Mural, and Adobe Creative Cloud just to name a few. Integrations like HealthHero also help with wellness reminders to help keep a healthy work environment and culture wherever you are.

Microsoft Teams is a tool that gives businesses the flexibility to customize user permissions. This software also allows the ability to use both group and private chats and configure compliance policies while maintaining excellent data security.

Document cloning is an efficient and helpful time-saving collaboration tool that lets you clone your files to all new teams created. It is available in Microsoft Teams and enables document sharing, uploading, and file cloning in tandem with the Share Library.



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## Microsoft One Drive

In a world where remote work is becoming standard, One Drive is a business lifeline. It simultaneously allows storage and document sharing, along with synchronization for collaboration purposes. Best of all, it has seamless integration with the rest of the Office 365 suite, including apps like Word, Excel, PowerPoint and Microsoft Teams.

As with any cloud-based storage, basic security measures need to be set up and regularly implemented to keep data protected. The trade-off to access data from anywhere is accepting the risk associated with using any cloud-based storage.

Additionally, taking advantage of the benefits of connecting Microsoft with other products in collaboration with the One Drive gives you the flexibility to file share and collaborate on documents regardless of your physical locations.



## SharePoint

Previously, insurance agencies had to manage multiple communication points for one claim, including faxes, emails, phone call notes, spreadsheets, and other documents. However, the insurance industry has been harnessing the power of collaboration, efficiency, and time and workload sharing with SharePoint.

The two main reasons for moving to a single point of contact for data sharing in the industry are: to make it easier for consumers to access their data, and allowing employees to share the work and pass data back and forth easily during the claims process.

SharePoint offers the flexibility to build efficient data structures in cloud storage from incoming faxes, emails, notes, spreadsheets, and more. In addition, implementing a central file storage plan allows for time savings in all departments.

SharePoint is an excellent resource to help implement processes and system changes as change management structures become expected process points. SharePoint offers you the tools to help install process management, workflows and streamline operations.

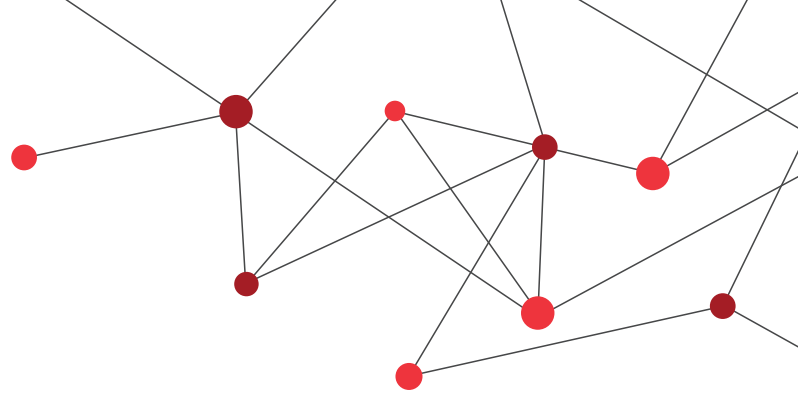
Knowledge is a powerful tool that few companies manage well. However, using SharePoint can help you implement and keep track of the knowledge resources you have in each employee and find information to answer questions.

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## PowerBI

Data is often one of the most potent, undervalued tools in companies and misunderstood tools in a business. Start-ups often have difficulty collecting and using the information they should have at their disposal from day one. Companies often undervalue data, then scramble to migrate and scale data.

As a result, they constantly have too many spreadsheets and too few ways of quickly visualizing data. Companies often try to solve data collection issues and process issues by searching for a new platform that solves the problem. However, the problem with multiple tools to translate data misuse is that the more tools you use, the more security risk you introduce.

PowerBI is a self-service data management tool that offers AI capability and Excel integration that gives you the power of solid analytics. PowerBI also includes pre-built or custom connection abilities.

Microsoft understands the need to keep data secure, so included in its PowerBI are industry-leading security, end-to-end encryption, coupled with real-time access monitoring processes.

Using PowerBI builds a data-driven business culture, brings clarity in decision making, and gives businesses the power of the big picture.

## Conclusion

There are many benefits to the ability to work from almost anywhere, like employee flexibility and traveling across time zones.

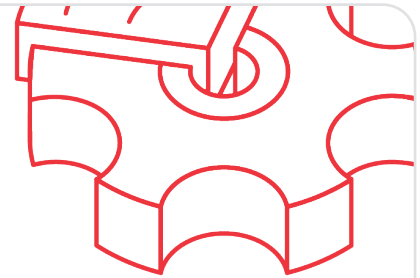
Using Microsoft 365 provides new tools that benefit the company, employees, and their consumers.

Artificial Intelligence lessens the workload, providing self-service and individualized processes. In addition, AI gives the ability to analyze risk by performing advanced analytics automatically.

Using cloud-based storage systems helps insurance companies stay up-to-date and deploy critical solutions quickly and efficiently. The digital cloud also helps the insurance agency stay up-to-date on regulatory changes and demands.

Microsoft's digital tools help disseminate information on the processes and decision-making of the company. Company culture must adapt with digital tools, and the cloud helps collaboration and connectedness in a work culture that has undergone significant changes due to technology.

Yes, adopting digital and cloud-based tools does increase the threat landscape.



Fortunately, the future is bright, and technology is constantly improving and helping to make our lives easier and face any threats.

CompuVision can help you make the migration process more manageable. We want our clients to experience savings and more productivity. We will help establish long-term strategic planning and support for this digital migration while helping to anticipate future needs.

We relentlessly pursue the success of others in anything and everything we do for our clients through things like specialized insurance-informed teams of support that are ready and waiting to help clients in the insurance industry set up technology to allow the ability to work from anywhere.

To learn more, and to find out how CompuVision can protect your business now and in the future, go to: **[compuvision.biz/services/protect/cyber-security](https://compuvision.biz/services/protect/cyber-security)**

# Contact Us

## Questions?

Get in touch and let us know how we can help. With offices in Edmonton and Calgary and local representation across Canada and North America, we have someone nearby ready to answer your questions.

General Inquiries and Sales: 1-587-525-7600

Email: [info@compuvision.biz](mailto:info@compuvision.biz)

## CompuVision Systems

### Edmonton, Canada

Suite 101, 15511 – 123 Avenue NW  
Edmonton, Alberta T5V 0C3

### Calgary, Canada

Suite 355, 3115 – 12 Street NE  
Calgary, Alberta T2E 7J2

### Houston, United States

Suite 105, 21830 Kingsland Blvd  
Katy, Texas 77450



Call to Learn More:  
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Or email us at:  
**[info@compuvision.biz](mailto:info@compuvision.biz)**

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