



UNLOCK M365

Case Study: 8-Week Microsoft 365 Adoption Uplift for a Leading Food Manufacturer

Overview

A South Australian food manufacturer engaged Unlock M365's Principal Consultant to uplift capability across Microsoft 365 to improving secure collaboration and reducing reliance on email attachments and file versioning.

The challenge

- Staff were storing and sharing documents inconsistently across email, shared drives, OneDrive, Teams and SharePoint
- Collaboration relied heavily on sending file attachments (creating duplicates and version confusion)
- Limited training existed for Teams and OneDrive, leaving users under-confident and IT fielding “how do I...” requests
- Governance and site ownership capability needed uplift to support sustainable usage

What we delivered (8 weeks)

- A structured 4-level learning pathway tailored to the organisation's real environment
- Hands-on exercises using live Teams channels built specifically for training
- Practical best practices for secure file sharing, naming conventions, version history and structured collaboration
- Short micro-learning videos (2–3 minutes) for each step-by-step activity to future-proof onboarding

Training delivered

- **Level 1 (Basics):** 2 hours | **138 staff**
 - **Level 2 (Intro):** 2 hours | **130 staff**
 - **Level 3 (Intermediate):** 2 hours | **75 staff**
 - **Level 4 (Advanced):** 2 hours | **38 staff**
- Total trained: 381 staff**

Delivery model

- On-site delivery over three weeks (multiple days per week) + webinars for interstate staff
- Training designed and delivered in the organisation's **production tenant** to maximise relevance and immediate adoption
- Reusable micro-learning library created to reduce future reliance on instructor-led delivery

Project effort (end-to-end)

- Training development and materials: **80 hours**
 - Stakeholder coordination: **15 hours**
 - Delivery: **112 hours**
 - Micro-learning video creation: **40 hours**
- Total: 247 hours**

Outcome

The organisation moved from tool awareness to practical, repeatable ways of working by enabling secure file access, real-time co-authoring, simplified collaboration, and a sustainable onboarding approach through the micro-learning library.

Call to action

Want a similar outcome? Book a [M365 QuickScan](#) to identify the top collaboration risks and quick wins in your environment.