

# CASE STUDY



Bharat Serums and Vaccines Limited is one of the leading pharmaceutical companies in India. For over 4 decades, it has been using its scientific resources to develop a range of biological, biotech and pharmaceutical products.

*"Titan Workspace is an excellent internal communications tool. It is a fantastic way for employees to connect and find out what is happening across the organization."*

## Challenges

Due to the pandemic, the firm was forced to relocate all its operations online, a last-minute requirement that needed to be met quickly. As a result, daily tasks such as employee interaction, knowledge transfer, content sharing, and project and task management became more challenging to manage online. They desired a seamless transition. Additionally, they desired to maximise their investment and enhance the Teams experience for both IT (Information Technology) and business users. So, BSV picked Titan Workspace.

*"Managing guest users from Azure AD (Active Directory) was also a pain area for IT teams, but with Titan Workspace Admin Centre, they could easily track and manage guest users' permissions without requiring extensive technical knowledge"*

### 01 Business and operations

Enhanced collaboration with internal and external business users. Easy to track information and documents. Productivity enhancement is clearly visible.

### 02 Employee engagement and communication

It is helping our employees to access right information and stay engaged while working from home. Titan Workspace has allowed us to offer an employee experience platform that embraces flexible working.

### 03 IT and Teams Adoption

Our IT team is extremely happy the way Titan Workspace has delivered more ROI (Return on Investment) on our M365 subscription. We are now able to offer best of SharePoint features to our business users without spending any fortune on SharePoint customizations.

*"Security and Support is a major concern for every Organization dealing with confidential information. Titan Workspace has always been best in terms of Security and providing support"*

*"Implementing a tool is a significant undertaking, but with Titan Workspace, the process of implementation and adoption was a breeze. Users quickly became accustomed to the portal"*