

# Inspire innovation by connecting employees





**Remote workers can be scattered across the globe, and siloed departments may not even share the same office building – or city. Telework capabilities can help businesses harness global talent and reach more customers, but working away from the office can be cumbersome – and a security risk – without the right tools.**



For small and medium-sized business owners who might not have a dedicated IT team or employee, a cloud-based solution can provide the tools needed for communications, file sharing and collaboration.

Online Metals, an e-commerce metal and plastics supplier headquartered in Seattle, Washington, serves individuals and businesses of all sizes around the world. When Online Metals updated the platform for its e-commerce website, leadership knew it needed to evolve beyond its on-premises solution, which was inconvenient and inefficient. Before the company moved all its communications and file sharing to Microsoft 365, employees would need to take a file home if they wanted to work on it outside the office. This created barriers between information and teams, making it difficult to ensure access to the latest document version and give employees visibility into what other teams were doing.



**Microsoft 365 became the single centralised location for collecting customer feedback on the site, mocking up solutions and sharing files such as meeting notes, team presentations and drafts of website content.**

## Moving to the cloud improved visibility and creativity

Online Metals expected the change to increase convenience, but it also evolved the way the company collaborated, making space for creative solutions to bubble up from team members.

Microsoft 365 and the new processes it afforded Online Metals improved visibility into the company, enabling a marketing team member and customer service team member to work together to solve problems, even though they were cities apart, by sharing documents and files. The cloud-based platform provided a single place to hold conversations and meetings, giving the management team visibility into progress toward solutions, which helped leadership to engage with more people across the company.





**I can easily share information with my team and solicit feedback, which demonstrates trust and encourages active communication, collaboration and creativity.”**

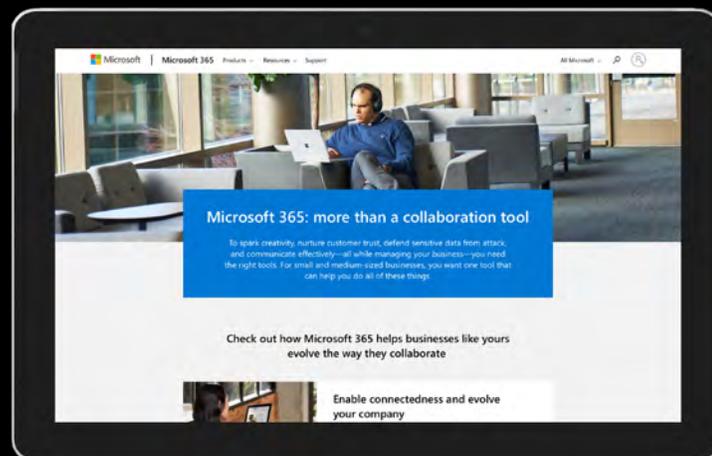
**Greg Raece**  
President  
Online Metals

## Read more in this series



# Spark creativity with Microsoft 365

Learn how to make security central to collaboration, while becoming a better guardian of business and customer data. Find out how you can cultivate a work environment that breaks down silos and fosters effective communication and collaboration, creating space for employees' ideas to emerge, cross-pollinate and drive powerful business outcomes.



©2020 Microsoft Corporation. All rights reserved. This document is provided 'as-is'. Information and views expressed in this document, including URLs and other internet website references, may change without notice. You bear the risk of using it. This document does not provide you with any legal rights to any intellectual property in any Microsoft product. You may copy and use this document for your internal, reference purposes.