EPIC FUSION
BRING IT ALL TOGETHER

SUCCESS STORY

**BORNER AG**

# MICROSOFT TEAMS AS A THE CENTRAL COMMUNICATION PLATFORM.

# UNIFIED COMMUNICATION WITH MAXIMUM DATA SECURITY FOR BORNER.

**Epic Fusion created a unified, secure, and modern communication environment for BORNER based on Microsoft Teams. Working closely with various departments, the company developed a central collaboration hub that replaced email, phone systems, and file storage. Through targeted user adoption initiatives, including the «Teams Champions» group and interactive learning resources, Microsoft Teams was successfully introduced across the organization within a short period of time. This marked a significant step toward greater efficiency, enhanced data security, and a future-ready digital workplace.**

## ABOUT BORNER

BORNER is a leading provider of modern infrastructure solutions for electrical power distribution in the rang of 400 to 24‘000 volt. Approximately 40‘000 distribution cabinets and 4‘000 building stations are in use throughout Switzerland for 800 satisfied customers. In addition to high-quality products and an excellent price-performance ratio, customers particularly value BORNER‘s high level of flexibility and ability to deliver tailored solutions.

~ **160 EMPLOYEES**
→ **UNIFIED COMMUNICATION**
\+ **GREATER EFFICIENCY**
↑ **HIGHER USER ADOPTION**
< **FEWER SYSTEM DISRUPTIONS**

BORNER
Innovative Energietechnik

# SUCCESS STORY

**Initial Situation and Objective**

## Focus on Collaboration and Data Security.

To standardize internal communication, Epic Fusion implemented the Microsoft Teams collaboration and communication platform for BORNER. Through interactive project support, Microsoft Teams quickly and successfully established itself as the central hub for internal communication and collaboration.

**Project**

## Communication as a Key Strategic Aspect.

In the past, employees communicated internally via email or through third-party solutions outside the company's infrastructure. This led to both information gaps and potential security risks, such as data loss. To enable simple and consistent internal communication accessible to all employees, a project was launched to implement Microsoft Teams. The goal was to replace internal emails, server-based file storage, and the aging phone system with a modern, centrally accessible platform for communication and collaboration.

**Solution**

## Microsoft Teams as a Communication Hub.

Together with the BORNER project team, Epic Fusion identified the needs of various stakeholder groups across the organization through close, situation-based collaboration. By involving key representatives from different departments, including Production, Engineering, and Administration, the project ensured that different working styles and requirements were taken into account. A key lesson learned was the importance of establishing a user adoption strategy early on. By forming a «Microsoft Teams Champions» group, knowledge and needs could be continuously exchanged and reviewed between the project team and individual employees. This not only minimized barriers to direct user engagement but also significantly improved and accelerated the rollout of the new solution. The process was supported by an interactive learning platform: All necessary documents and training materials are available on SharePoint, accessible anytime, anywhere, and on any device. Following Epic Fusion's holistic five-step approach, the project also included the migration of the previous telephony solution and large volumes of existing server-based data to Microsoft Teams. This created an integrated hub for internal communication and collaboration, providing BORNER with a modern, secure, and future-ready digital workplace.

**«From the very beginning, Epic Fusion fully met and integrated the required Microsoft 365 expertise, particularly in the area of cloud security.»**

Andreas Illi
Head of Processes & IT Services
BORNER AG

**«The project support provided by Epic Fusion was outstanding: professional and personable. Thanks to regular and consistent status updates, we were always able to stay focused on the project.»**

Andrea Lenzin
Head of Finance & Administration
Member of the Executive Board
BORNER AG

# RESULTS

### A UNIFIED COMMUNICATION PLATFORM FOR MAXIMUM EFFICIENCY

The introduction of Microsoft Teams has created a central hub for email, phone calls, and file storage. Employees can now access all communication channels in one place, which significantly simplifies collaboration and boosts internal efficiency.

### HIGHEST LEVEL OF DATA SECURITY AND COMPLIANCE

Epic Fusion fully integrated M365 with a strong focus on cloud security. This ensures sensitive business data remains protected and BORNER complies with all relevant requirements – an essential foundation for reliability and security.

### RAPID ADOPTION THROUGH TARGETED USER ADOPTION

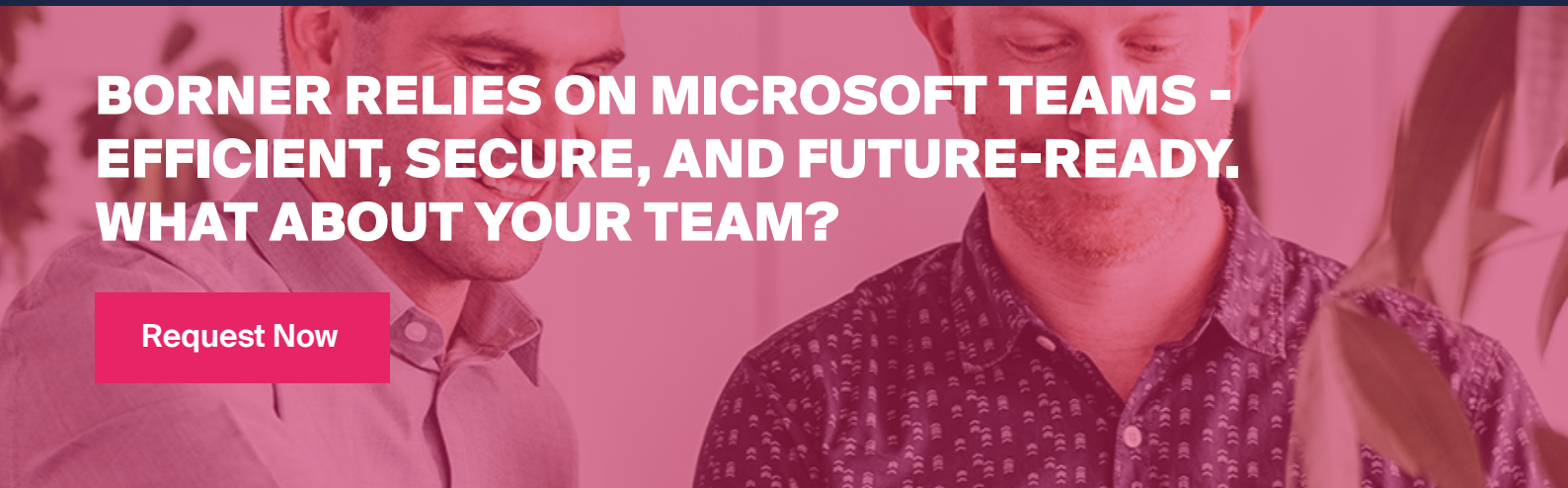
Thanks to the «Teams Champions» group and interactive learning resources, employees adopted Microsoft Teams quickly and effectively. This reduced training time, increased platform usage, and ensured a smooth transition from legacy systems.

### FUTURE-READY COLLABORATION ACROSS DEPARTMENTS

By involving all departments from production to administration, a customized communication solution was created. BORNER benefits from efficient cross-departmental collaboration, enabling faster project implementation and better-supported decisions.

**«A key factor in the success of the project was Epic Fusion‘s ability to successfully bring together both the technical and the human aspects through the User Adoption Community.»**

Marcel Fretz, Deputy Head of Processes & IT Services, BORNER AG



## BORNER RELIES ON MICROSOFT TEAMS - EFFICIENT, SECURE, AND FUTURE-READY. WHAT ABOUT YOUR TEAM?

Request Now

# START AN EPIC JOURNEY.
# GET AN EPIC WORKPLACE.

We are Epic Fusion – connecting what truly makes businesses thrive: people, organizations, and technology. We don‘t believe in isolated tools or quick fixes. Instead, we create integrated digital workplaces that work, provide security, and deliver measurable impact.
With years of expertise in Cloud, Data, Security, Modern Workplace, and AI, we build the digital foundations that enable organizations to grow sustainably. We design resilient cloud infrastructures, deliver uncompromising security, unlock the value of data, and develop tailored business solutions that simplify, automate, and optimize processes.
We implement AI where it creates real business value. At the same time, we guide people through change, ensuring that new technologies are not only introduced but truly embraced.
Epic Fusion means intelligently connecting everything, putting people at the center, and applying technology with purpose.

**Digital first. Humans not second. That‘s our Epic Journey.**

Learn more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