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Greenfield CARE Agency How technology will transform the company

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Introduction

Greenfield home care agency is an organisation that supports older adults living in the community.

They are currently trialling a new way of working with technology.

They are testing Microsoft 365, specifically the powerpoint application.

Out with the Old in with the new

- ▶ The staff currently share information by sending emails, handwritten notes, or typed documents. This can cause several problems, such as:
- ▶ GDPR risks, as sensitive data shouldn't be easily accessible.
- ▶ Files going missing due to loose paper trails.
- ▶ Relying heavily on the person who took a telephone message.
- ▶ Misreading handwriting.

We plan to counteract this by introducing...

MICROSOFT 365!!!!



Microsoft 365 is a subscription that provides the Microsoft applications (Excel, Word and PowerPoint).

Excel

By using Excel, we can collate our data, which allows us to check records more easily.

Word

By using Word, we can reduce loose paperwork and better manage GDPR.

HOW WILL POWERPOINT IMPROVE EFFICENCY?

► PowerPoint is a presentation software developed by Microsoft. It is used to create slide shows and combine text with images. PowerPoint delivers content in a structured way. (Source: Microsoft, 2026)

- **Why PowerPoint?**
- Animations can be added to make presentations more memorable
- Multimedia features allow you to include video clips and audio



MICROSOFT TEAMS AT GREENFIELD



As you are aware, at Greenfield we currently communicate via email and phone calls. The disadvantages of this include:

- Missed emails
- Not being present to answer the telephone
- Missed voicemails

By using Microsoft Teams, we can eradicate these issues.

**Microsoft Teams is a digital platform that allows real-time communication, no matter the location. Files can be shared and stored securely.
(Microsoft.com, 2026)**

MIRCOSOFT TEAM PART 2

Adding Microsoft Teams makes communication and organization more efficient in several ways:

- ▶ Video meetings
- ▶ Consultations, e.g., doctors' appointments
- ▶ Staff training across different locations
- ▶ Residents can connect with family and friends anywhere in the world, visually and in real time

BRIDGING THE GAP

Microsoft Teams breaks down the barriers between spaces, places, and people. This software empowers people to work together, all in one virtual place. (Microsoft.com, 2026)

- ▶ **Chat** – group messaging or one-to-one conversations
- ▶ **Teams** – create channels to bring groups of people together
- ▶ **Calendar** – connect people before and after meetings by creating a shared schedule

However, there can be challenges, such as moving files into the correct folders and difficulties finding specific files.

SAFE DIGITAL ACTION PLAN

Secure Access

- ▶ Using a security key instead of a password means that a specific key on the keyboard is assigned to each staff member. This is also known as passwordless sign-in.

Data Management

- ▶ Keep virus protection and software updated
- ▶ Verify websites, especially when carrying out financial activities
- ▶ Explore apps designed to protect files and online transactions
- ▶ Change passwords regularly.

SAFE DIGITAL ACTION PLAN

Email Awareness

Email awareness is about giving people the knowledge and confidence to use their emails safely. It helps staff recognise suspicious emails, such as phishing attempts, malware, and unsafe links.

Confidentiality and Compliance

Confidentiality and compliance help us work responsibly by protecting private data. This means only sharing information with the right people and following the laws that govern how this data should be handled.

CONCLUSION

- By using Microsoft 365 this make work a much smoother process because everything you need is all in one location. As opposed to juggling calls, emails and scattered messages. Teams allows you to organised. Plus, Microsoft 365 is built with strong digital safety features, helping protect your data and keeping your organisation secure while you work.

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