

AvePoint Solutions For: Retail



Microsoft 365 and Microsoft Teams are the perfect tools for retail organizations to achieve productive and secure collaboration across front-line workers, back office employees, and the supply chain.

AvePoint, one of the leading providers of Office 365 data migration, management, and protection solutions, can help extend these features to address some of the unique needs of the industry.



Tailoring Teams for Firstline Workers

Retail organizations employ a high proportion of firstline workers. As a result, collaboration technologies need to prioritize mobile ease of use so store associates are more customer than device facing.



AvePoint's *Cloud Governance* can accelerate the ability for these workers to provision Teams and utilize templates appropriate for the task at hand. For example, the Microsoft recommended store template could be leveraged with pre-set channels, tabs, and configurations but with an added layer of governance settings around external users, recertification, approvals, expiration and more.

[Cloud Governance](#) also enables different Teams and governance settings for firstline workers and back office employees. This enables retail organizations to set stricter data retention, recertification, membership, or approval settings for their knowledge workers who are



Executive Summary: How We Help



Tailor Teams for firstline worker productivity and ease of use



Enable secure external sharing with your supply chain



Protect credit card data and other PII



Back up critical Teams, Planner, and Dynamics data



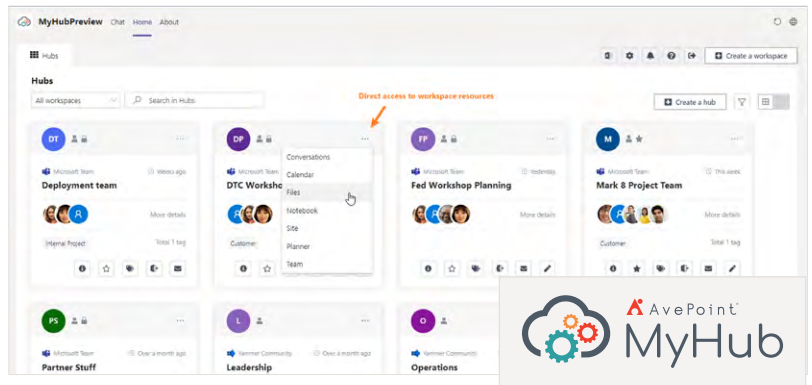
Accelerate employee off/on-boarding



Empower regional IT teams

producing more extensive documents that may contain sensitive information versus their firstline workers where quick, informal communications is the name of the game.

AvePoint's [MyHub](#) visualizes your workspaces in a Pinterest-esque board perfect for mobile workers to easily sort through and group Team and other Office 365 workspaces to find what they need quickly.



Enable Secure External Sharing with Supply Chain

Retail organizations' supply chains consist of a large diversity of external vendors. However, once in your environment these external guests need to be managed carefully—you don't want them ending up in a Team with sensitive information!

With *Cloud Governance*, external sharing can automatically be disabled when the requestor indicates the Team will host sensitive data. Team owners can also be forced to periodically recertify that the memberships of their Teams (the security perimeter) is appropriate for the purpose and data within.



Protecting Credit Card and Other PII

Virtually all retail organizations have a strong need to protect their customer's personally identifiable information (PII) and trust.

They are often subject to data privacy laws such as GDPR and industry standards such as the Payment Card Industry Data Security Standard (PCI DSS). Both regulations emphasize implementing strong access control measures and maintaining an ongoing risk management program.

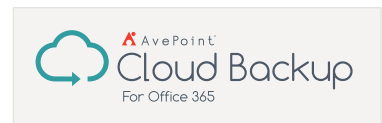
But how many retail organizations truly know who has access to the sensitive data held within Microsoft 365? Sharing (and oversharing) data has never been easier. Things like anonymous links, broken inheritances, shifting workspace membership, and nested Groups make it truly difficult to know who has access to what. [AvePoint's Policies and Insights \(PI\)](#) leverages the extensive reporting tools and sensitive information identifiers in Microsoft's Security and Compliance Center to show sensitive information that is over-exposed and requires immediate attention. It can also prevent the oversharing from taking place, like the posting of a customer credit card number on Yammer, through automated policies.



Backing Up Teams, Planner/Shifts and Dynamics Data

[AvePoint Cloud Backup](#) is the only Microsoft 365 backup solution that provides comprehensive Teams backup including channel conversations and chats. It is also the only solution, including native Microsoft features, that will allow you to restore a deleted Planner task—a key workload for store managers and associates.

[Cloud Backup for Dynamics](#) can also ensure the mission critical customer information stored in CRM systems is protected from data loss.





Accelerating Employee On/ Off-Boarding

Retail organizations have a transitional workforce that can quickly scale up or down, especially during the holiday season.

AvePoint's [Cloud Management](#) can help on-boarding by automating the control of security, configurations, permissions, and content for new hires within the appropriate Teams and Groups.

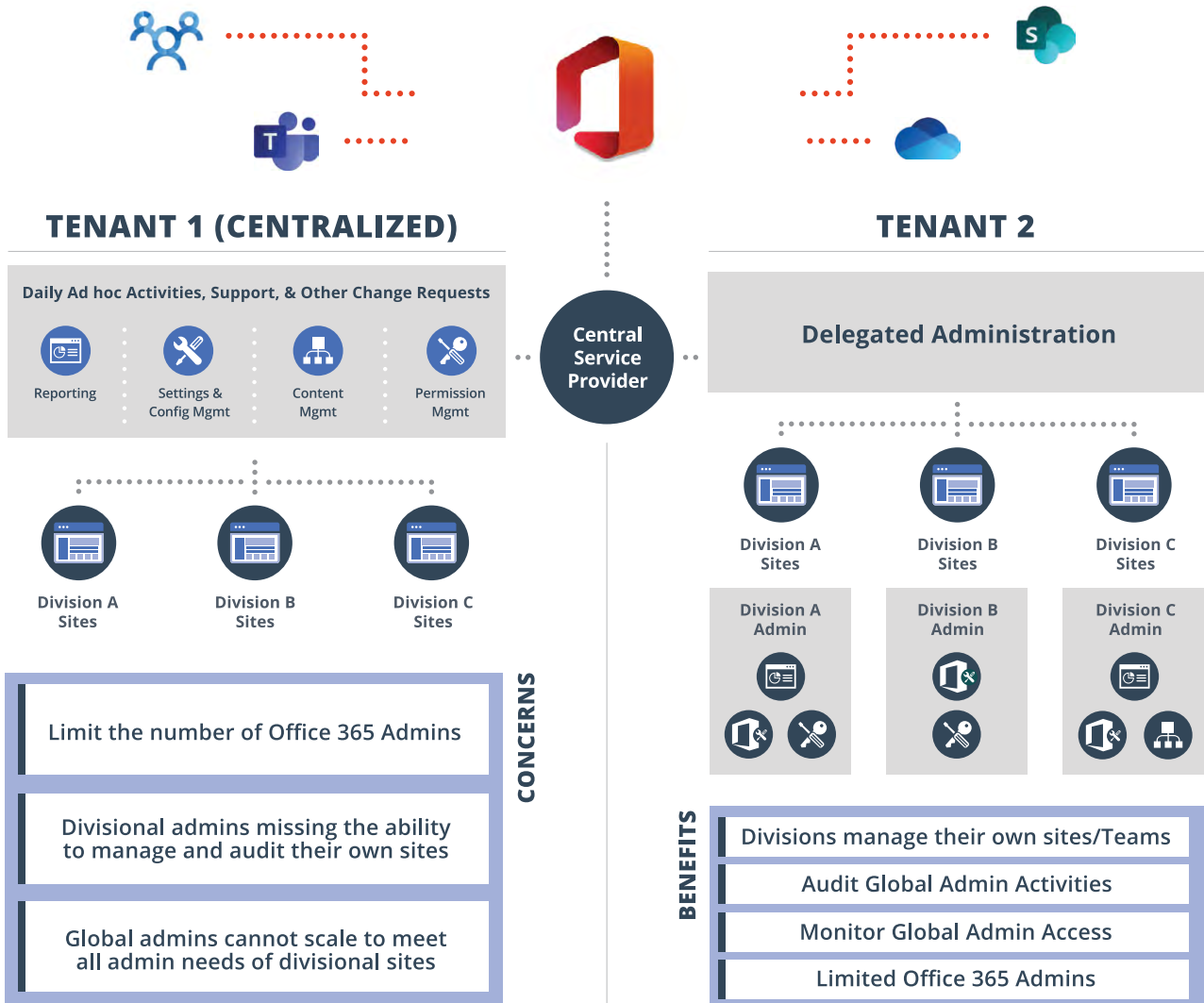
[Cloud Backup](#) can ensure you have all the necessary data retained from departing employees so you can confidently remove their Microsoft 365 licenses.



Empowering Regional IT Teams

For large multi-national chains, centralized IT operations can sometimes be slow and overly constraining. *Cloud Management* can delegate administration to regional administrators so reporting, configuration, content management, and permission management can be done at the local level without providing access across the entire tenant.

Centralized Tenant vs. Tenant with Delegated Administration





Case Study: International Luxury Traveler Retailer

A leading luxury traveler retailer with over 9,000 employees worldwide, sought a solution to encourage cross-border communication and collaboration.

The company leveraged Microsoft 365 but had not rolled out Microsoft Teams over concerns regarding oversharing, sprawl, and permissions management.

Over a four-month period, AvePoint provided workshops to help the retail company develop its governance framework, configured Cloud Governance to their specific needs, and rolled out a Microsoft Teams pilot to 4,000 users.

Today, with a carefully planned Microsoft 365 application implementation with AvePoint, store managers and team members can communicate and collaborate with each other and external parties without worrying about security and bothersome permissions management, while reducing the burden on the IT department.



About AvePoint

AvePoint's data migration, management, and protection SaaS solutions for Office 365 enable your organization to collaborate with confidence.

Our solutions are the culmination of two decades of innovation. They are different because they feature true automation, rather than just nagging you to take action.

More than 17 thousand organizations and 7 million users across all 7 continents and outer space use AvePoint products to be more productive and secure. Our cloud has received industry leading security accreditations and is hosted in 12 instances across the globe.

Take charge and be confident in your collaboration with AvePoint.

For a comprehensive list of new features in this release, please view our **release notes**.

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