

From Data Sprawl to Repeatable Service Delivery: How ENTAG Standardised Governance Outcomes with AvePoint

Customer Profile

ENTAG is a Telstra enterprise partner and an information and communications technology (ICT) provider that supports small and mid-market organisations, enterprises, and government, including Queensland Police. With a consultative, client-centric approach, ENTAG designs, implements, and supports ICT solutions and managed services aligned to business goals. It works across unified communications and broader strategic technology projects, helping enterprises, not-for-profits, and government teams streamline operations, deliver services more effectively, and sustain day-to-day performance at scale.

Location

Queensland, Australia

Industry

IT services

Platform

Microsoft 365, Entra ID

Critical Needs

- Gain a consolidated view of cloud data sprawl, exposure, and risk to stay secure and compliant across multiple frameworks
- Turn governance and risk obligations into outcome-focused insights the business can act on
- Standardise repeatable processes across customers to scale and simplify delivery
- Automate manual work so junior teams can execute accurately with minimal oversight

Success Highlights

- Cut environment configuration from 30 – 40 hours to 15 minutes with baseline management
- Reduced user setup from 15 – 20 minutes to a couple of minutes with user management
- Shifted user creation and Active Directory tasks to Level 1 via a cloud-based wizard
- Standardised delivery with a single pane of glass and repeatable, end-to-end processes

The Challenge

With more data moving to the cloud, ENTAG's customers faced growing data sprawl alongside rising security and compliance expectations. Customers were navigating different frameworks as cloud services proliferated, making it harder to maintain a clear view of where data lived and what was at risk.

As Andrew Pearson, Cloud & Security Practice Lead at ENTAG, explained, many customers "Don't even know where their data is often, what's actually exposed, or what risk they've got." For ENTAG, the challenge was not only identifying risk but also translating that complexity into actionable, outcome-focused insights that customers could understand and use.

At the same time, ENTAG recognised an internal scaling constraint. Many customers faced the same governance challenges, and the way the team was meeting it was neither efficient nor scalable. ENTAG needed a more standardised, repeatable approach that would help teams deliver consistent outcomes at scale.

The AvePoint Solution

To scale consistently while keeping outcome-focused delivery, ENTAG worked with AvePoint to automate manual processes and standardise execution across teams and customers.

AvePoint automated several manual processes, enabling ENTAG's senior team to develop repeatable delivery patterns and provide an out-of-the-box approach for junior staff to follow accurately with minimal oversight. This standardisation helped ENTAG simplify delivery across customers while keeping outcomes clear and consistent.

In practice, ENTAG used baseline management as a way to quickly develop and push customer configurations. It also leveraged user management via a cloud-based wizard, shifting user creation and Active Directory tasks to the Level 1 team. ENTAG described AvePoint as providing a single pane of glass and an end-to-end solution, allowing teams the clarity to take action, complete tickets, and move work forward with confidence.

Outcomes

With AvePoint, ENTAG improved both customer-facing outcomes and internal delivery scalability by replacing manual work with standardised, automated execution.

Baseline management cut the time required to build a customer environment configuration from 30 – 40 hours to 15 minutes. User management reduced user set-up from 15 – 20 minutes to a couple of minutes, and enabled Level 1 teams to take on routine user creation and directory tasks with minimal oversight.

More broadly, AvePoint Elements helped ENTAG standardise its processes and service offerings, supporting delivery that is faster, more secure, and scalable.

The Road Ahead

ENTAG continues to focus on standardisation across customers to enable scalability and simplify execution for its teams. With repeatable processes and less manual effort, staff can step in and deliver what is needed with clarity and confidence.

As cloud adoption and data sprawl continue to grow, ENTAG is better positioned to address common governance challenges across its customer base with a more consistent, scalable delivery model.



Before AvePoint it was very difficult to find a consolidated view of the data sprawl, what risks were there in the data, and how to solve those with actionable insights for customers."

– ANDREW PEARSON, CLOUD & SECURITY PRACTICE LEAD, ENTAG

