AvePoint

AvePoint Solutions Help Dutch Training Hospital Franciscus Gasthuis & Vlietland Adopt the Cloud and Manage Microsoft 365 to Support the Best Quality Patient Care

franciscus
Gasthuis & Vlietland

Customer Location
Rotterdam, Zuid Holland

Industry
Health Services

Platform
Microsoft 365

Critical Needs
- Granular backup and recovery in Microsoft 365
- Streamlined file server to Microsoft 365 migration
- Control Microsoft Teams sprawl
- Enhance visibility of sensitive data in Teams

Solution
- AvePoint Cloud Backup
- AvePoint Fly Server
- AvePoint Cloud Governance
- AvePoint Policies
- AvePoint Insights

⭐ Success Highlights

- Reduced data recovery times by 85%
- Completed Microsoft 365 migration 35% faster than manual migration
- Cost and maintenance savings by decommissioning VM servers
- Implemented protective Microsoft 365 governance policies and Microsoft Authenticator

🔍 Customer Profile

Franciscus Gasthuis & Vlietland is a top clinical training hospital that boasts a workforce of over 4,900 employees, including 340 doctors and 120 volunteers. Its history dates back over 100 years, and the hospital places a strong emphasis on care, aiming to surpass patient expectations in both quality and service. The hospital has five locations, comprising two hospitals and three outpatient clinics, where patients are welcomed into a friendly environment.

⚙ The Challenge

When migrating from Windows 7 to Windows 10, Franciscus Gasthuis & Vlietland saw an opportunity to say goodbye to their outdated Office 2013 environment and introduce Microsoft 365 and become fully cloud-based. This would allow them to build a more modern workplace – with faster collaboration, more efficient processes, better data management, and anytime, anywhere work – to support the best quality of care.

As part of the move, Franciscus knew they would need to invest in a third-party backup solution. While Microsoft offers a native backup option, it wouldn't be sufficient in every data loss scenario the hospital faces, especially those requiring more detailed and granular backup and recovery.

💡 The AvePoint Solution

Franciscus considered other providers, such as Veeam, but found their solution to be both pricier and more complex. The hospital chose AvePoint Cloud Backup, AvePoint's multi-SaaS backup solution, because "it's a better solution, and we spend less time having to manage it," says Tim van Toledo, Project Manager, ICMT, Franciscus Gasthuis & Vlietland.

Prior to Cloud Backup, an admin had to log in to the server and search for the file they needed to recover, which involved multiple steps. With Cloud Backup, admins can log in to the dashboard, search for the document name, and restore it with just a click of a button. This streamlined process reduced recovery times by 85%.

To become a fully cloud-enabled workplace, Franciscus needed to move its legacy content from self-hosted file shares to Microsoft Teams. They used AvePoint Fly Server to streamline the migration. By mapping a source from its on-premises location to the Teams destination, they could run migrations every night and the data would be in the new environment by morning, limiting disruption to the hospital's day-to-day business operations. The hospital started the migration in September 2022 and expects to complete it by January 2024.

To manage the increasing adoption of Teams, the hospital implemented AvePoint Cloud Governance, which established basic rules for workspace provisioning like naming conventions, owner rules, and inactivity thresholds. This helped the hospital to keep track of new Teams workspaces and maintain control over them as adoption of Microsoft 365 continued.

Even with these rules in place, a new Team was still just a few clicks away thanks to Cloud Governance's MyHub integration, which enables users to self-provision workspaces following governance policies set by IT. "MyHub is very easy to use, and users love that they can have a Team within a minute," says Tim.

As Teams usage surged, Franciscus encountered data security issues due to the open and sharing system of Microsoft 365. Staff members were sharing information via Anyone links, sometimes sending them to personal email addresses, without any expiration date. To tackle this problem, Tim's team implemented a new policy in Cloud Governance, mandating the use of an outlook.com email address and the expiration of sharing links.

However, Tim and his team understood that implementing policies after the fact was not enough. They needed a solution that could help them get ahead of these concerns before they appeared. With AvePoint Policies and AvePoint Insights, the hospital can proactively identify potential risks, monitor user activity, and get insights into Teams usage to drive secure collaboration.

Tim says, "As a hospital, we need to be aware of the type of data we have, its sensitivity, and whether it contains patient information or other personal data. AvePoint gives us this information, helping us stay in control of our data and keep up with growing cybersecurity concerns and the changing data privacy landscape."

👉 The Bottom Line

According to Tim, AvePoint's platform approach to holistically optimizing SaaS operations and securing collaboration removed many complexities of having to procure multiple point solutions from vendors.

"With the alternative you have to deal with multiple standalone applications, each requiring a separate login. Plus, they may not offer the full range of features you need," he says. "With AvePoint, you get everything you need for Microsoft 365 management in one dashboard. Whether backup, policies, governance, or migration, you can access it all with a single login. It's much better than the alternative."

Overall, the hospital is satisfied with its partnership with AvePoint for Microsoft 365 management. "We started with 'Do you have a backup solution?' and now we're at 5 solutions from AvePoint," says Tim. "Needless to say, we're very happy with AvePoint."

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> *- TIM VAN TOLEDO*
> *PROJECT MANAGER, ICMT, FRANCISCUS GASTHUIS & VLIETLAND*