

RSM Elevates IT Infrastructure Services by Ensuring Data Security and Governance Across Microsoft Platforms with AvePoint

AvePoint Cloud Backup, Policies, and Insights enhance RSM's ability to help enterprises build a robust data foundation across Microsoft 365, Azure, and Dynamics 365, improving backup management and data security.

Customer Profile

RSM is a global professional services firm focused on helping middle market companies thrive in a complex business landscape. Operating in over 120 countries, RSM provides bespoke insights and innovative solutions to help organizations seize opportunities and tackle challenges. With a unique middle market perspective and deep industry expertise, RSM offers comprehensive business advisory, tax, and IT infrastructure consulting services. Their managed IT services cover data needs for Microsoft 365, Dynamics 365, and the Azure ecosystem, positioning clients for future growth and success.

Location

Chicago, Illinois, USA

Industry

IT Infrastructure

Platform

- Microsoft 365
- Dynamics 365
- Azure

Critical Needs

- Comprehensive and cost-effective backup and restore solution for data in the Microsoft ecosystem
- Data governance policies to manage access and permissions to sensitive data
- Resilience against data loss incidents
- Responsive customer support for swift resolution of issues

Solutions

- [AvePoint Cloud Backup](#)
- [AvePoint Policies](#)
- [AvePoint Insights](#)

Success Highlights

- Enabled customers to gain better visibility and control of sensitive data across Microsoft 365, Dynamics 365, and Azure, ensuring timely updates of access and permissions
- Improved service delivery for data backup, governance, and compliance at a lower per-user cost
- Boosted the confidence of customers deploying Microsoft 365 Copilot by addressing data security concerns
- Protected against loss of data in all Microsoft platforms to protect business continuity

The Challenge

As a managed service provider (MSP), RSM's IT infrastructure consulting team helps middle market enterprises meet their data security and compliance needs within the Microsoft ecosystem. RSM assists customers with their adoption requirements across Microsoft 365, Azure, and Dynamics 365, ensuring issues are resolved fully and promptly.

With the growing adoption of AI tools like Microsoft 365 Copilot, RSM recognized the need to help its customers establish a strong data foundation for secure and sustainable AI deployment. Beyond addressing adoption issues in Microsoft platforms, RSM also faced the challenge of helping customers implement measures and best practices to tackle data security concerns associated with AI use.

RSM was also looking for a vendor that could provide true partnership with responsive support and a strong pipeline for innovation.

It's the people at AvePoint and their willingness to get on the phone with us, listen to our clients' issues and concerns, and help shape the AvePoint software to meet our clients' needs that make the difference. We love partnering with AvePoint because of the open lines of communication and the ability to work hand-in-hand to serve our clients."

- THOMAS TURNER, DIRECTOR FOR MANAGED CLOUD AND INFRASTRUCTURE MANAGEMENT SERVICES, RSM

The AvePoint Solution

To address the challenges faced by RSM, AvePoint provides a comprehensive suite of solutions tailored to meet their needs.

[AvePoint Cloud Backup](#) plays a crucial role in ensuring that RSM can offer robust backup and restore capabilities for critical data within the Microsoft ecosystem.

Thomas Turner, RSM's Director for Managed Cloud and Infrastructure Management Services, emphasizes, "We need to provide reliable backup and fast restores for critical data in the Microsoft ecosystem, and we need an effective system to manage where data resides and the access and permissions to that data. We leverage AvePoint solutions to help us make that management possible."

AvePoint [Policies](#) and [Insights](#) further enhance RSM's ability to implement data governance effectively. These tools provide insights into who has access to sensitive data, where it is located, and whether permissions are updated in a timely manner. Thomas explains, "AvePoint Policies and Insights, combined with Cloud Backup, have allowed us to govern and protect critical data stored in the Microsoft ecosystem."

Moreover, AvePoint's solutions evolve and adapt to the changing market needs. Ben Seaba, Supervisor MCI Infrastructure for Modern Work at RSM, notes, "We've seen AvePoint pivot quickly whenever Microsoft releases a new product that introduces changes to the nature of their

infrastructure. AvePoint responds quickly through solutions that help us cope with those changes. For example, there were initial concerns about keeping data secure when using AI tools like Copilot. AvePoint Policies and Insights address those concerns, so we use them to identify sensitive data wherever it's stored and apply the necessary governance policies to avoid unintended exposure. This way, clients can deploy Copilot safely."

Equally important is that AvePoint met RSM's need for a cost-effective option. Thomas shares that: "One of the most profound impacts to our customers is that we can provide them a higher level of service at a lower per-user cost, leveraging the AvePoint solutions that address the whole range of their data needs."

The Bottom Line

Aside from investing in the AvePoint solutions to ensure their clients' critical data is protected, compliant, and ready for effective AI use, the quality of the relationship a partner develops with the vendor is just as valuable. Ben shares that: "The relationship we've built with AvePoint and how beneficial their services are have been big considerations for us. We meet with AvePoint weekly to discuss what issues we're having, and they are responsive. Their solutions are serving our customers to help them adapt to the changing market needs. AvePoint helps us give our customers the confidence to face their challenges, especially now that AI is here to stay."

How RSM Ensures Data Security and Governance for Clients' Microsoft Investments with AvePoint



<https://youtu.be/filvrvCTOY>

Join Thomas Turner, Director for Managed Cloud and Infrastructure Management Services at RSM, and Ben Seaba, Supervisor MCI Infrastructure for Modern Work at RSM, as they share how they ensure their clients have secure and well-governed data across their Microsoft investments as they prepare to deploy generative AI like Microsoft 365 Copilot with AvePoint's solutions.

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