AvePoint helps global mega retailer to achieve digital transformation via adoption of Microsoft Teams with AvePoint Client Services

CUSTOMER CHALLENGES

The ever-accelerating speed of the retail industry means it is crucial for these companies to be able to **securely and quickly collaborate** with internal colleagues as well as external vendors across their supply chain.

In order to achieve effective and timely communication, the global retail company made a decision to use Microsoft Teams. However, the company's IT team faced difficulties with deployment, particularly around their need for **increased governance functionality.**

Obstacles to Microsoft Teams Deployment

Ensuring Secure Collaboration

- How to ensure the **right information is uploaded or shared in the right Teams**
- How to **manage guest access** (ex: vendors and contractors)
- How to **prevent losing control over externally shared contents**

Maintaining Operational Governance

- How to maintain **appropriate control over Teams provisioning** while reducing burden on IT department
- How to maintain Office 365 environment clutter-free and prevent dark data sprawling by **enforcing lifecycle management**

Sustainable User Adoption

- How to **onboard end users** to Teams as the communication hub
- How to make sure **users are empowered to use appropriate Office 365 tools** (Outlook, Yammer, Teams, SharePoint) to get their jobs done in most productive way
- How to **maximise Office 365's ROI** to justify IT investment

THE AVEPOINT SOLUTIONS

AvePoint, which prides itself to be the accelerator of digital transformation success for global companies and organisations, provided the company the following solution from deployment planning to sustainable adoption.

Ensuring Secure Collaboration

- Enable easy self-service provisioning for Microsoft Teams while **controlling user access levels**
- **Restricting external users permissions** to read, edit, or upload content only
- **Application of watermarks, print disabling, and prohibiting copies** for another layer to protect externally shared contents

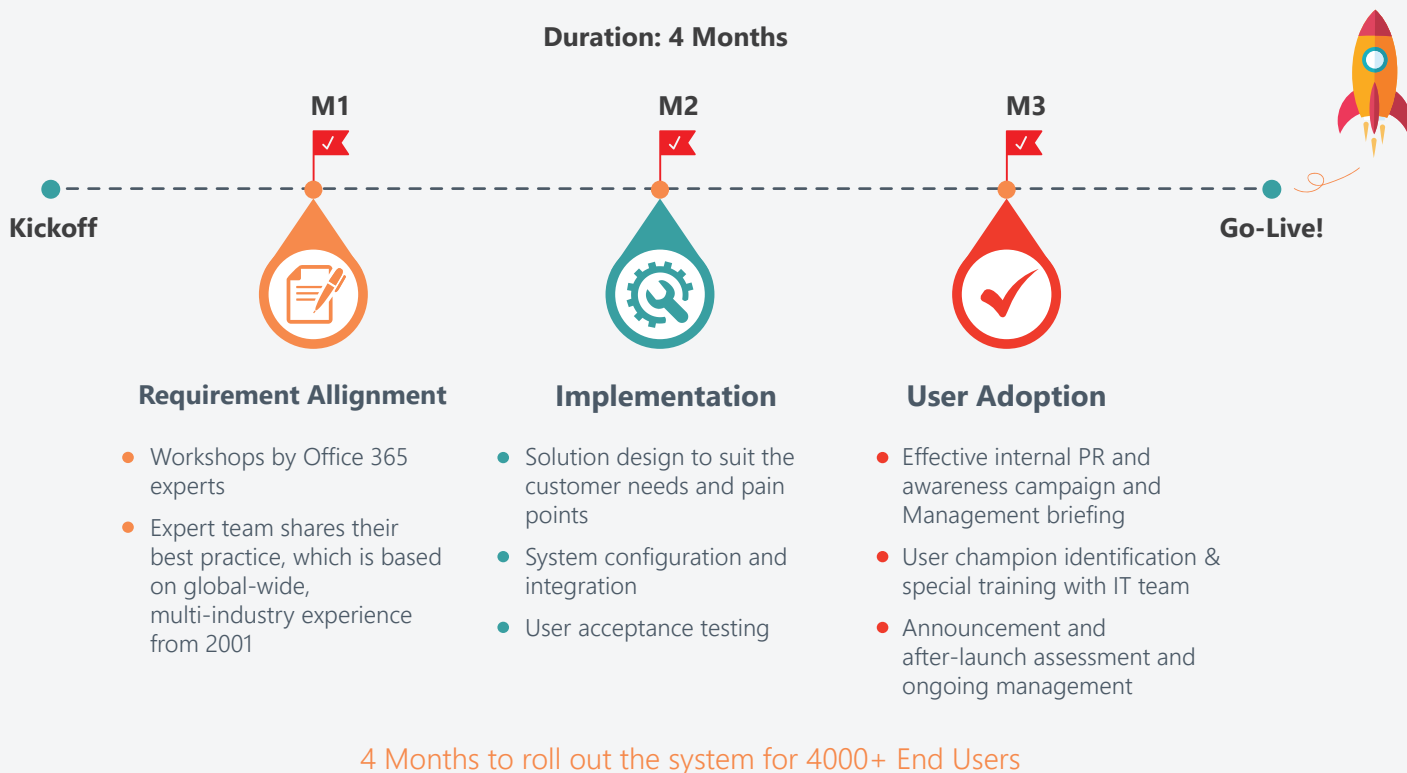### Maintaining and Scaling Operational Governance

- Enable easy self-service provisioning for Teams with **organization policies automatically enforced** – resulting in **80%** reduction for the IT team to provision Teams
- Enable end users to **extend leases** for continual content access
- **Highlight strategies** to align and mature Teams as well as strategies for maintainable growth

Sustainable User Adoption

- Establishing **communication plan** and **internal PR strategy** prior to the launch of Teams Workplace
- Preparing the **best practice manuals and training sessions** to educate employees
- Reporting and auditing for Management to review usage of platform and provide tangible **ROI statistics**

PROJECT TIMELINE

Duration: 4 Months

Kickoff

M1 ✓

M2 ✓

M3 ✓

Go-Live!

Requirement Allignment

- Workshops by Office 365 experts
- Expert team shares their best practice, which is based on global-wide, multi-industry experience from 2001

Implementation

- Solution design to suit the customer needs and pain points
- System configuration and integration
- User acceptance testing

User Adoption

- Effective internal PR and awareness campaign and Management briefing
- User champion identification & special training with IT team
- Announcement and after-launch assessment and ongoing management

4 Months to roll out the system for 4000+ End Users

THE BOTTOM LINE

Today, with carefully planned Office 365 application implementation with AvePoint, store managers and their teams can communicate and collaborate with each other and external parties without worrying about security and bothersome permission management, while reducing the burden on IT department. The company aims to work with AvePoint to keep up with fast-evolving Office 365 applications to get the most out of the latest innovations and accelerate their digital transformation journey.

AVEPOINT CLIENT SERVICES

AvePoint's Client Services teams provide world-class business and technical experts required to fully maximize your enterprise-wide collaboration technology investments. AvePoint offers extensive sustainable adoption and training solutions to ensure your organization successfully reaps the benefits of your technology investments.

CUSTOMER PROFILE

Mega retailer of luxury products with global presence

- **Customer Location** : Singapore
- **Industry** : Retail
- **Platform** : Microsoft Office 365, Microsoft Teams
- **Number of Information Workers** : 4000+ user seats on Office 365
- **AvePoint Solutions** : Cloud Governance