



Insight workshops unleash full M365 potential for a facilities management business

Story Snapshot

A facilities management and process engineering company was underutilising its Microsoft 365 suite. Its IT team was also manually updating all new devices, which created security challenges for its field team. Insight’s workshops enabled the company to realise the potential of its M365 solution and improve security.

- ROI increased as full suite of applications are now being used.
- Faster and more secure setup of newly onboarded devices.

Background

Through a dedicated network of field engineers working across the UK, a building and facilities management business provides essential 24/7 emergency and reactive maintenance support for airports, education, leisure, prison, and retail clients.

Challenge

The company wanted to maximise the use of its Microsoft 365 solution in three main areas to ensure a better ROI, increase productivity, and improve security.

First, the business was not making the most of its existing solution. Tools like Defender, Intune and Autopilot were not being used to their full potential.

Also, as the IT team was manually updating and onboarding devices, its time was not being used in the most effective way and was distracted from strategic IT deliverables.

Finally, the majority of its employees are field-based and work with clients across the UK, so the security posture of their devices needed to be more robust.

“We had a solution in place, and we knew we weren’t making the most of it. Insight stepped in and helped us see the full potential of what we had and what it could do. Thanks to Insight’s workshops, we’re now taking full advantage of our Microsoft 365 suite.”

IT Director

“Without Insight’s help, we’d still be manually updating new devices and our field engineers wouldn’t have secure endpoints. The workshops have saved us lots of time and boosted our security!”

IT Director



Solution and Outcome

Following an initial discovery session, Insight’s solution comprised a series of three workshops designed to broaden the client’s Microsoft 365 knowledge. Delivered over several months, they allowed the business to unleash its existing solution’s potential, increase its efficiency, and improve its security posture.

The first workshop was Insight’s Manage and Investigate Risk workshop. This session helped the company identify its insider risks, measure them against key standards and regulations, and then prioritise and mitigate them across the Microsoft cloud environment.

Insight’s second workshop, Endpoint Management, gathered information on the client’s existing solution and created a plan for how best to deploy Microsoft Endpoint Manager. Coupled with integrating modern device management principles, Insight also showed the client the ‘art of the possible’. During these sessions its IT team became familiar with Autopilot and Intune, planning and building a standard configuration that can be used for all devices.

Lastly, Insight’s third workshop, Threat Protection, gave the client a better understanding of how its Microsoft tools can deliver improved protection against security threats, and a strategy for its security stakeholders. These sessions also allowed the company to optimise its use of Microsoft 365 Defender.

Together the workshops have enabled the business to understand and optimise all the elements of its Microsoft 365 portfolio.

Why Insight?

The client has worked with Insight for more than a decade. Insight is regarded as a trusted IT partner that provides bespoke solutions and knowledge. The company knew Insight would help it to achieve its objectives of improved security for its field workers, and more efficient use of its IT team’s time.

Insight’s workshops also ensure clients have the knowledge they need to maximise the value of their Microsoft 365 license. In this way, Insight enabled the client to get a better ROI.

RESULTS

130

employees can use more Microsoft 365 applications for better, more flexible collaboration.

250

devices have an improved security posture thanks to standardisation.

Several

hours saved by the IT team to onboard each new device.

ROI

maximised as the full potential of Microsoft 365 tools are now realised.