

CASE STUDY:

M365 Remediation & Security



The client had a robust, but small IT team. Like many companies going into lockdown, they had hastily 'turned on' M365 services such as email and Teams and were now at a point of identifying how they could make use of other services.

They had ambitious plans for their environment and digital journey and so they required an experienced IT Consultancy that they could join forces with and trust to help them both immediately and to ensure they were going in the right direction moving forward.

Due to the nature of their business, they are required to liaise with several external organisations, including government bodies and so cross-organisation collaboration and security were of key importance.

They wanted an immediate review of their environment and systems in order to remediate any current concerns, followed by a defined M365 roadmap to determine next steps and achieve their future aims.

Our client is a stand-alone public body, committed to being dynamic, progressive, and meeting the expectations of their customers.

Adopting current technologies and digital-friendly solutions is key to achieving their goals and improving their service delivery and they are undertaking a three-year Digital Transformation Programme.

Like many organisations and due to remote working demands, they quickly adopted the Microsoft 365 (M365) stack and were looking for an expert to help them review and remediate their IT estate, overhaul their current technologies, and adopt digital friendly solutions to improve how they deliver their core business.

The main benefits of working with Quorum were:

1

Microsoft Gold Partner with decades of Office 365 experience

2

Trusted strategic advice & best practice guidelines, with compliance & security needs fully met

3

Minimal BAU disruption and satisfied end-users who are enabled to work efficiently

The Solution -

The project consisted of:

- Full review of Microsoft licenses for current and future requirements.
- Hybrid Azure AD health check.
- M365 security health check/audit.
- SharePoint, OneDrive, and Teams planning workshops.
- A training programme for primary users and super users across a variety of functions across the organisation.

Quorum used Microsoft's Secure Configuration Blueprint to fully migrate the client to M365 and comprehensive assessments gave them a prioritised set of recommendations, a roadmap to enhance their M365 deployment, and strategic advice on how to leverage M365 services to meet their Digital Transformation Programme objectives.

Assessing their security configurations ensured that their security posture had not been compromised as a result of the rapid adoption of M365 services. We also provided them with prioritised recommendations and guidelines for areas to address and how to proceed.

The project was delivered on time and budget by a very collaborative process on both sides. The Quorum team comprised:



Project Manager
Sean Peters



M365 Specialist
Garry Stoddart



Cloud Platform Architect
Dale Willemburg



Trainer
Charles Scott

Outcomes -

The recommendations made to our client were not 'one-time' configurations or controls to be delivered as part of the project, but rather underlying, ongoing review processes to be implemented into Business as Usual (BAU) activities as the technology, security, and compliance landscape evolves.

The client now have a clear roadmap for next steps, they have the reassurance that they are in a strong position to achieve their Digital Transformation Programme and they can begin working on new stands and identified next actions.