

CUSTOMER STORY

MICROSOFT 365: LICENSING ADVICE AND PROJECT SUPPORT

Photo: Wolf Lux/Malteser

Computacenter supports SoCura in the operation and optimisation of its Microsoft 365 environment.

SERVICES

- Microsoft 365 Transformation
- Microsoft 365 Security
- Modern Workplace Transformation
- Endpoint Management

USER EXPERIENCE

- Increased user satisfaction
- Improved communication and collaboration
- Modern cloud-only clients

BUSINESS IMPACT

- Support for digitisation
 - Increasing business flexibility
 - Increasing customer satisfaction
 - Accelerating innovation
 - Sustainable solution
 - Cost reduction
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OBJECTIVE

The non-profit SoCura aims to offer its customers in the welfare sector a secure and personalised cloud platform based on Microsoft 365. The compliance and security requirements in addition to the licensing needs were identified as part of an independent consultation. Due to an operational reorganisation, SoCura needed external support at short notice for the implementation of its IT projects including the operation of its Microsoft 365 environment.

SOLUTION

To ensure the stable operation of SoCura's existing 16 Microsoft 365 tenants, Computacenter provided a consultant team at short notice. Its tasks included the reorganisation of communication structures, tenant administration, and 2nd and 3rd level practical operational support. Computacenter was involved in further security and optimisation projects, automation implementation, and provided strategic licensing advice on Microsoft 365.

OUTCOME

As part of the licensing consultancy, SoCura received a complete overview of the direction and goals for its cloud strategy as well as the related projects. This included a total cost estimate. As a result, numerous projects to increase security and optimise the Microsoft 365 environment have already been successfully completed. SoCura's IT operations have not only been stabilised, but also made more efficient and cost-effective.



Our fundamental goal is to provide our clients with a secure and custom-fit cloud platform that can be easily accessed not only by full-time staff but also by the numerous volunteers of client organisations.

David Wester,
Head of Service and Support
SoCura



OBJECTIVE

Optimal licensing and further development of the Microsoft 365 platform

As a shared service center of Malteser International and leading IT service provider in the welfare sector, the non-profit SoCura offers its customers a wide range of services that meet the cultural, structural and legal specifics of the sector. SoCura provide IT services that are made available to various welfare organisations via the hybrid Wohlfahrt.Cloud based on Microsoft 365. In total, SoCura supports more than 60,000 users across 16 tenants.

'Our fundamental goal is to offer our customers a secure and bespoke cloud platform that can be easily accessed not only by full-time employees but also by the numerous volunteers from the customer organisations,' explains David Wester, Head of Service & Support at SoCura. In order to guarantee the longevity of the project, the associated compliance and security requirements, as well as the licensing needs, were identified as part of an independent consultation.

Due to an operational reorganisation, SoCura needed external support at short notice for the implementation of its IT projects. In addition, it faced the ongoing challenge of operational continuity and development of its Microsoft 365 environment. Amongst the changes, the organisation had to maintain their standard of quality and meet the agile requirements of its customers.

SOLUTION

Consultancy Services from Computacenter in the Microsoft environment

SoCura has been working with Computacenter for many years and decided to commission the IT service provider again for the project. 'As we knew from many successful projects, the Computacenter consultants have excellent know-how and extensive experience in the Microsoft environment,' Wester explains the decision. 'Computacenter was not only able to advise us but also provide the necessary project and operational support.' Last but not least, Computacenter was already familiar with SoCura's IT environment and industry-specific requirements, so nothing stood in the way of the consultants' prompt deployment.

Support and services for Microsoft tenants

In order to stabilise and further optimise the operation of SoCura's existing 16 Microsoft 365 tenants during the operational changes, Computacenter provided a consultant team at short notice. Their first tasks included the reorganisation of the communication structures in 2nd and 3rd level support. They used a snapshot of the current structures and status and then optimised the information and process chains accordingly. Afterwards, user enquiries and error messages could be processed quicker, and in a more qualified manner - an important step towards increasing the satisfaction of SoCura's customers. In addition, practical operational support was provided for the tenant administration as well as 2nd and 3rd level support for the entire range of Microsoft 365 services, including automation.

At the same time, organisational changes from SoCura's growing customer based meant that new clients had to be continuously added to the existing tenants. During the onboarding process, it was important to ensure the multi-tenancy of the various data center services. A special feature was the inclusion of a globally active Malteser organisational unit in the central Malteser IT structures. This cross-tenant migration was implemented with the SaaS management platform, Quest on Demand, plus other on-boarding tools.



Computacenter was able to not only advise us, but also provide the project and operational support we needed.

David Wester,
Head of Service and Support
SoCura



Strategic licensing advice on Microsoft 365

For the evaluation of Microsoft 365 licences to cover SoCura's security and compliance requirements, Computacenter took the approach of arriving at a total cost estimate via a solution design. In addition to the licences, the project costs for implementing the requirements also needed to be taken into account.

Here, too, the first step was to record the current state of play, where Computacenter consultants, together with the customer's IT team, developed a target image for a cloud-only architecture based on a zero-trust approach. The Microsoft 365 licence features required for implementation and their potential were subsequently identified. In the next step, Computacenter developed the transformation projects resulting from the target image and their business applications. In this way, it was possible to show SoCura which security and compliance functions should be introduced and what costs could be expected for the transformation and securing of the infrastructure. Together with a project plan, the results were compiled in a management template.

Security and optimisation projects in the Microsoft 365 environment

To increase security and optimise SoCura's IT operations, Computacenter consultants were involved in numerous individual projects. For example, the introduction of Windows Autopilot and Microsoft Intune made it possible to use the advantages of automation, and make the provision and management of end devices - including mobile devices - more efficient within the framework of a Modern Deployment and Management. The operation of cloud-only clients under Windows 11 was tailored in the same way, enabling work environments with all the necessary programmes and resources to be provided virtually, regardless of the end device.

In order to ensure a trouble-free and secure login for cloud users, Computacenter assisted SoCura to switch from ADFS (Active Directory Federation Services) to PHS (Password Hash Synchronisation). Due to the reduced effort in terms of deployment, maintenance, and infrastructure, this step also reduced SoCura's operating costs.

Other projects such as the expansion of multi-factor authentication, conditional access policies, the introduction of Microsoft Defender for Office, and Defender for Endpoint help protect against malware and hacker attacks. These were all recommended and implemented by Computacenter, for which the CIS (Center for Internet Security) benchmarks served as a guide.



With Computacenter, we have reached an important milestone in the further development of our Microsoft 365 environment.

David Wester,
Head of Service and Support
SoCura



OUTCOME

More security and stable Microsoft 365 operation

'With Computacenter, we have reached an important milestone in the further development of our Microsoft 365 environment,' Wester summarises. As part of the licensing consultancy, SoCura received a complete overview of the orientation and goals of its cloud strategy as well as the related projects - including the associated total cost estimate. On this basis, decisions could be made on the use of the Microsoft 365 licence packages and possible alternatives.

As a result, numerous projects to increase security and optimise the Microsoft 365 environment have already been successfully completed. Thanks to the support of Computacenter consultants and the implementation of new technologies, SoCura's IT operations have not only been stabilised, but also made more efficient and economical. Their new customers and employees are integrated into the existing tenants in a structured manner and now able to work more quickly, while the runtimes for processing faults and enquiries have been significantly reduced.

Computacenter is currently assisting SoCura with further projects in the Microsoft 365 environment. The improvements aimed at in this way ensure that SoCura can continue to optimally support the charitable work of its customers into the future with modern services and a secure platform.

SOCURA

Founded as the Shared Service Center of Malteser, the non-profit SoCura is now a leading IT service provider for organisations in the welfare and social economy. Its core service - the Wohlfahrt. Cloud - is tailored to the needs of the sector. SoCura's largest customer is still Malteser with a good 90,000 employees (51,000 in voluntary work, 39,000 in full-time work). In addition, it also serves Caritas associations and dioceses, but also non-denominational voluntary welfare organisations.

MORE INFORMATION

To find out more about our enterprise services and read more customer case studies, log on to www.computacenter.com
