Microsoft

Partner Evidence Program

Customer Reference Template

Partner Company Name: Content+Cloud

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Microsoft Information Protection (MIP)
Serco Group

serco

APPROACH

Customer Situation

- As part of an Exchange Migration, One Drive and Intune MDM+MAM project, a solution was required to protect and monitor sensitive data.

- An existing labelling solution was in place but Serco wanted to make use of their move to the cloud and optimize the use of their M365 licenses.

Partner Solution / Services & Microsoft Technology

- Microsoft Information Protection Workshop & Concept introduces the client to the Information Protection Journey
- Expert consultancy and guidance over the journey enables the client to understand and unlock features.
- We guide the customer through the discovery, classification, protection and monitoring of sensitive data using AIP.

IMPACT

Key Drivers & Business Objectives

- Protection of sensitive workloads across Serco's operations.
- The solution needed to be able to accommodate different requirements within different jurisdictions and business geographies.
- The solution needed to deliver data residency requirements
- Provide protection for corporate data held on mobile devices.

Value Provided & Business Outcomes

- Microsoft Information Protection benefits provided to 50,000 staff including those delivering within national and local governments, as well as for commercial customers.
- Information protection requirements addressed within different legal jurisdictions and business geographies.

Win Insights

- The group had established trust in our ability.
- We were flexible with our approach and able to deliver Multi-Geo under TAP.
- We had the ability to programme manage the project and outsourced suppliers for the customer in all global regions.

Lessons Learned

- Having senior leadership support early in the program to drive employee engagement and regular interaction with the project sponsor.
- Spend time developing requirements with the customer up-front.
- Make communications clear and explicit, accommodating different geographic and business areas.
- Empower and engage customer technical representatives.

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