

# Customer Success Story: The University of Auckland, NZ



The engagement with The University of Auckland has included a variety of activities, designed for both technical and teaching & learning teams: migrate from M365 A3 to A5 licenses, Teams Coaching Programme, extending Teams with apps, developing a digital literacy programme, and developing an M365 strategy & roadmap.

**Ongoing Management and Governance** - Defined roles & responsibilities in the new cloud operating model and established base governance policies & evergreen processes. Provided coaching and co-piloting to foster a culture of continuous change.

**Product Ownership** – One of our consultants worked as the M365 Product Owner, working with key stakeholders to define and prioritise work items in the backlog. Working closely with the delivery teams, we ensured that all increments of value were business value oriented.

**Microsoft Partner Engagement** - M2Cloud.Services Partner Engagement programme works with all stakeholders and act as an independent voice to bring about true value from the Microsoft engagement. Working with the various stakeholder groups, we assisted with an alignment goal being maintained between The University of Auckland and Microsoft.

## Win Results

**Proof of Concepts** - M2Cloud.Services rapid prototyping services provides the University with trial programmes aimed at understanding solutions in a controlled manner. This allows use cases, strategies, and deployment plans to be understood at a much deeper level by all stakeholder groups.

**Architecture governance** – Maintained architectural oversight and governance across all M365 related solutions, ensuring that all designs and implementation approaches aligned to industry best practice and provided a platform that can be built on for future initiatives.

**Strategy** - Developed an implementation roadmap for moving to M365 A5 licensing, along with a high-level value proposition and summary of critical decisions and external dependencies.