Enabling digital transformation with Microsoft 365

About Cape

Established in 2005, Cape offers fast, well-managed fit outs for retail and commercial projects as well as ongoing building maintenance management for Commercial businesses. Helping to visualise someone's dream of the perfect design is at the forefront of Cape's vision. With 2 directors and 35 full-time staff, Cape undertakes retail, hospitality and commercial fit outs, as well as refurbishments, seismic upgrades, additions and alterations. Employing its own team of quantity surveyors and using the latest project-management software allows Cape to keep costs low for clients. To stay competitive and sustain business growth, Cape needed to find a solution to improve productivity of all Cape employees.

The Challenge

Having a long-standing relationship with Softsource and as part of Cape's regular service governance, a review of their existing IT infrastructure was completed to ensure it still met the requirements of the business. Softsource was providing Managed Services for Cape's on-site server and desktop devices which included monthly monitoring, support and patching. However, the on-premise server was near its operational capacity and reaching end of life and the end of its vendor warranty.

Additionally, Cape's site managers needed to be able to use construction software and access files from on-site. They had to rely on connection via the on-site server, which was very slow. This resulted in a productivity loss. *"Our site managers were not able to update site diaries and had to come back into the office to finish such administrative tasks as purchase orders or document communications to clients which was time consuming."* – Dianne Weissenborn, Cape Financial Controller.

Faced with a possibility of replacing existing hardware and potentially finding themselves in the same situation several years later, Cape was interested in a long-term business solution that would increase and future-proof their team productivity.

To overcome these challenges Softsource recommended the cloud-based solution Microsoft 365 with migration of Cape's emails and files to the cloud along with a refresh of Cape's user devices.

The solution

Microsoft 365 is a solution designed to combine productivity and collaboration capabilities of Office 365 with device management and security. By transitioning to Microsoft 365, Cape were able to benefit from the many features included in Office 365, Windows 10 Enterprise and Security module.

Office 365 allows everyone to work together easily with 'anywhere access' to email, web conferencing, documents, and calendars. It includes business-class security and is backed by Microsoft. Office 365 delivers software that Cape staff already know and use such as Word, Excel, Outlook and PowerPoint.

The Microsoft 365 security module uses multi-factor authentication to protect against unauthorised access with machine learning, powered analytics and threat protection. It efficiently manages user identities for teams with automated workflows and self-service capabilities, such as password resets.

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Shifting to the cloud

Migration of all Cape users' emails and files to the cloud was the first step to reduce a load on the local on-premise server. Cape chose to move to cloud to increase productivity, so now they don't need to rely on their on-site server and site managers can access emails and documents from customer sites. Now they have a new way to work with customers and have a new streamlined process where documents get updated or approved on the spot which saves everyone a lot of time.

Business anywhere

All Cape staff can now access their email, shared calendar and contacts from any computer and collaborate on documents from customers' sites. This allows a significant increase in productivity, particularly for off-site workers. It also improves communication and increases collaboration amongst all Cape users.

Cost Savings

Cape were able to remove their dependence on an in-house server by deploying Microsoft 365 and transferring their emails and files to the cloud. They have removed the cost of upgrading and maintaining a server, and now have predictable IT Services costs with fixed monthly fees.

Advanced security

The ability to access emails and files with internet connection can come with increased risks around security. Softsource recommended Microsoft 365 product set because of the security protection for device and deployment services called Microsoft Advanced Threat Protection with conditional access and multi-factor authentication features. It is a baseline security that every business should invest in. Multi-factor authentication is designed to protect against unauthorised access with machine learning-powered analytics and threat protection. It efficiently manages user identities for teams with automated workflows and self-service capabilities, such as password resets.

The results

Together with Softsource, Cape transitioned to a cloud platform enabling improved communication, higher productivity and advanced security. Migration of all files and emails was implemented over two weeks and was delivered with little downtime or disruption to the business.

''We were surprised how smooth migration to the Cloud was and how little disruption it had to the business. Softsource were very well organised with the project management.

Holding project meetings every week ensured that everyone felt involved and knew exactly what was happening." – Dianne Weissenborn, Cape Financial Controller.

Microsoft 365 solution implemented by Softsource has been proven to be a complete, intelligent solution that enabled Cape users to be creative and work collaboratively, securely. Being able to access data on site has changed the way Cape staff work with their customers providing a new streamlined experience.

"We chose to partner with Softsource because we have a long-standing relationship with them, and they always appear to care about our business and provide outstanding ongoing support. We can rely on Softsource to recommend the best solution for our business. That's why when Softsource recommended moving to the cloud we knew it was the right decision for us." – Dianne Weissenborn, Cape Financial Controller.

Now that Cape has a platform in place, they can take advantage of all the services within the Microsoft 365 offering. Softsource is committed to providing training as part of the ongoing support and unlocking all the benefits associated with these services including Teams, Flow, Planner, To Do.

For more information on how to begin your digital transformation journey to cloud solutions with a no obligation, open discussion on potential solutions and options, contact the team at Softsource on +64 9 918 3712 or email sales@softsource.co.nz.