

# O365

## CAPABILITY STATEMENT

As specialist in the creation of the digital workplace, underpinned by the O365 and Azure platform, Quay Consulting has deep functional, technical, and implementation expertise in O365 including SharePoint, Teams, Planner and associated Apps.

We fully understand that a successful implementation is more about the people and processes than the technology that supports it, but this must be done within an enterprise context. Accordingly, we take a holistic approach to all our implementations.

### Enterprise Context - Business Centric approach

Quay Consulting's approach is always to work with clients to understand their business context, set guiding principles, and then build fit-for-purpose implementations for their business.

With a deep understanding of the opportunities and pitfalls O365 provides, we walk our clients through the many configuration opportunities in O365 to ensure that decisions made are understood within the context of the whole platform. Where trade-offs are required, roadblocks are hit, or unique requirements are required, we ensure the impacts and workarounds are well understood and accepted.

Ensuring that users can find documents with minimal effort is key. We recommend establishing a fit-for-purpose information architecture early to ensure that information housed (IA) on an enterprise platform is solid. We believe this goes a long way to creating robust foundations for all O365 implementations alongside other components such as document classifications, and managed metadata services in SharePoint.

Quay's experience working with industries shows that risks around managing data of employees, partners and customers is a top line concern for leadership. Creation of the policy is not an issue but enforcing Information Governance policies once created can be challenging.

We recognise that businesses are made up of a diversity of teams, all of whom have their own nuanced needs and in order to leverage the best out of the platform the way in which it is implemented will be the make or break for success of the platform. We achieve this leverage by conducting workshops with key stakeholders

to understand the business processes and workflows, and to identify the pain points and areas of improvement in productivity, security, auditability and communications between team members.

We design the configuration to reflect the business needs within the enterprise context, which is fast-tracked via the identification of Use Cases that can directly take advantage of out-of-the-box features and services of O365 and SharePoint online.

Quay works with clients rolling out Office 365 services and provide roadmaps to enhance the current use with additional features and business solution such as device enrolment using Intune, MS Teams integration with Office 365 services (e.g. planner, delve, stream, exchange calendar, etc.), reporting of user interaction with documents and co-authoring for document editors.

## Fit for Purpose – Ease of Use

Where it makes sense, we build workflows and process automation, forms and other templates using applications including Nintex Microsoft Flow and PowerApps.

A good example is with a bot implementation on Azure and its integration within MS Teams and SharePoint Online: business users can get answers for frequently asked questions (FAQ) and initiate core business processes that are automated.

Integration of bots with the natural language processing and with language understanding intelligence service the accuracy and support can be significantly improved and reduce redundancy and reduce user frustrations.

## Collaboration

Quay ensures that collaboration opportunities are maximised and managed, leveraging functions and applications including Teams, Yammer and Microsoft Stream for Videoblogging.

We look at opportunities such as integration of OneDrive with SharePoint document libraries to facilitate offline access and sync documents with changes. Our engagements have included setup

of policies on messaging; meetings; available apps for users of Microsoft Teams; separate managed policies for mobile, desktop users and first line workers; call delegation and group call answering; and application of content sharing restrictions.

## Integration and Applications

Quay's depth of experience with a broad sweet of technology allow us to maximise the reuse of what already exists in a business environment and augment where required.

We have extensive skills with APIs, Microsoft products and market leading integration technologies.

We also have comprehensive experience in workflow development using Microsoft Flow, SharePoint Designer, Visual Studio and Nintex Form design, development using Microsoft PowerApps, Add-Ins CRUD pages with host web list association and Nintex forms.

When clients have SaaS based line of business (LOB) applications outside of Microsoft suite of products, we can improve user productivity by integrating with Azure Active Directory (AAD) provide single sign on capabilities.

## Migration

Where required, Quay can support the development of roadmaps for cloud migration, limitations, and workarounds available in Office 365 environment. This may include SharePoint migration assessment/readiness reports generation and migration approach guidelines.

## Security

Quay's capability includes implementing internal and external user access without compromising the security of shared documents.

We set up accessibility for external users and links with expiry dates at the organisation level without having to establish external users within an organisation's Active Directory.

We focus on data governance to keep data safe, hold data for the right amount of time to meet the requirements of regulatory bodies.

Additionally, we will perform gap analyses of existing environments and architectural components, including software, infrastructure services such as Azure AD (AAD), Intune device management services, and other associated controls of enterprise mobility services to recommend best practices and security controls required to improve security and productivity of the environment.

Quay is well versed in auditing and building an inventory of licenses available for O365 and its associated services to identify missing components, license upgrades, and removal of unwanted services to simplify data governance and increase security.

We have worked with multiple clients implementing O365 Security and Compliance configuration to:

1. Classify sensitive information types
2. Create labels for sensitive information types
3. Create data loss prevention policies (DLP) to protect labelled content

By classifying sensitive info types, we create labels and data loss prevention policies to identify sensitive content and protect it.

A DLP policy contains a location (where the data is stored) and conditions (action O365 has to perform on sensitive data). These policies can be configured to warn users but allow information sharing with justification.

The implementation of data access governance enables our clients to audit, report, and document how data is stored, accessed and managed.

## Reporting

Quay is adept at implementing reporting solutions that are fit-for-purpose, including:

- **PowerBI:** A reporting solution that integrates with SharePoint online and Azure stream analytics to use real-time analytics to provide rich reporting capabilities and interactive visualisation on risk analysis within O365.
- **Google Analytics and Tag Manager:** We can configure Google Analytics and tag manager

to automate weekly or monthly reports to specific users

- **PowerShell and CSOM:** We are skilled in SharePoint audit reporting and automation where required.

## Regulated Environments

We understand that some environments are required to meet legislative and regulatory requirements, and Quay can plan, design, and develop a Global Governance, Risk and Compliance (GRC) platform in SharePoint.

GRC is one of the most widely-used data protection applications available to the market and we have implemented GRC to meet the legislative and regulatory requirements of 81 countries for data protection and privacy, with the opportunity expand to include new countries as laws are enacted or changes are made.

Quay's consultants have worked with several financial institutions including Newcastle Permanent Building Society, IAG, Westpac and Rabobank.

We have also worked with an Australian research foundation whose documents were highly confidential using internationally accepted ISO 16175 standard and AS ISO 15489.

These systems are specifically designed to manage the capture, maintenance and disposal of records while maintaining the content, context, structure and links among records to enable their accessibility and support their value as evidence.

## Benefits

Quay's approach to delivering O365 is designed to deliver both core functional and operational benefits to our clients to ensure that the implementation of O365 and other companion services such as SharePoint are fit-for-purpose.

We facilitate the planning, strategy, execution and evaluation of these types of projects within a quality assurance framework.

## About Quay

Michael Bolton and Rod Adams established Quay Consulting in 2006 with the firm belief in the power of positive change and a desire to deliver better project outcomes.

Over the past decade, we've built a team of high-performing project professionals who offer a wealth of experience and consulting expertise along with a commitment to high levels of care and quality assurance.

Our consultants bring a high-level consulting and collaborative approach to delivering change via tailored knowledge, professional project management and delivery, peer-to-peer collaboration, and capability uplift in each client engagement.

Quay is deeply committed to sharing the knowledge we've gleaned from years of project delivery experience – both the successes and the failures – whether it's sharing insights via our monthly Quay Bulletin, in facilitated roundtable discussions with project peers or in lifting the capability of our clients' teams in day-to-day knowledge transfer.

Quay Consulting was included in the BRW's Fast 100 growth companies for 2011, 2012 and 2013.

## More Information

For more information about Quay's O365 and SharePoint services, please contact us on +61 2 9098 6300 or visit our website at [www.quayconsulting.com.au](http://www.quayconsulting.com.au).

## Quay Clients



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