



**Customer Location**  
Queensland, Australia

**Industry**  
Education

**Platform**  
Office 365

**Critical Needs**

- Centrally administer SharePoint Online at multiple levels
- Execute security searches and audit reports
- Report SharePoint Online user metrics to multiple business units
- Recertify permissions of Office 365 Groups
- Create a seamless user experience

**Solution**

- AvePoint Cloud Backup
- AvePoint Cloud Governance
- AvePoint Cloud Management

*"We benefit from AvePoint products providing efficiency for our staff and reduced risk for the organisation's SharePoint solution."*

- Joshua Burne  
IT Solutions and Architecture  
Manager, USC

## How the University of the Sunshine Coast (USC) Mitigated Compliance Risks in Office 365® and Created a Seamless User Experience

*A smooth transition from AvePoint on-prem to cloud solutions*

### Success Highlights

- USC reduced risk and improved SharePoint Online data retention compliance
- USC enabled its end-users to self-provision SharePoint sites in policy
- USC reduced time managing backups and can restore granular items like the properties of a SharePoint list

### Customer Profile

USC is one of the world's top 150 young universities and is ranked by students as one of Australia's best universities for teaching quality and overall student experience. USC offers flexible study options at a network of teaching locations between Brisbane and the Fraser Coast. All programs include practical training or internships, and a focus on the core skills students need in the future workplace. In 2017, USC ranked in the top three universities in Australia for employer satisfaction with graduates.

### The Challenge

USC, a longtime DocAve user, migrated to Office 365 and needed a new set of solutions to manage SharePoint Online.

As a public university with 1,500 unique SharePoint users, USC needed an environment that provided a seamless user-experience to enable their staff to provision collaboration sites based off existing, approved templates for projects and committees.

USC also wanted greater visibility into, and control over, their environment.

Specifically, a solution that could enable centralised administration of SharePoint at multiple levels, along with a report centre for security searches and audit reports. For this requirement, they were searching for a tool that could facilitate the distribution SharePoint metric reports to a wide variety of business units including IT, knowledge management, legal and more.

Finally, USC needed a backup and recovery tool for the 302 GB of data in their SharePoint environment that could restore granular items such as the properties of a SharePoint list.

### *The AvePoint Solution*

Having used AvePoint for their SharePoint on-prem environment, USC found using AvePoint's cloud solutions was a no-brainer.

"AvePoint was the market leader, there really weren't many comparable products at the time that we were reviewing our options," said USC's IT Solutions & Architecture Manager, Joshua Burne.

After implementing AvePoint Cloud Backup, USC found that they loved the simplicity of the product.

"It works, it's reliable. We've found AvePoint products to be very simple and the policies enable us to 'set and forget' and we don't have to spend a lot of time managing the backups in our environment," said Joshua.

As for AvePoint Cloud Governance, USC has been using it to help their end users self-provision SharePoint sites.

"We have a number of templates based on particular business use cases. We use Cloud Governance to drive a questionnaire for our staff which automates the technical provisioning of sites and associated security settings," said Joshua. "The settings help ensure information is not accidentally shared externally to our organisation if not appropriate."

### *The Bottom Line*

With AvePoint products, USC is able to provide a collaborative environment for their staff. With new

reporting features and audit reports, USC is now able to reduce compliance risks for their organisation, while offering their staff a seamless user experience.

In the near future, USC looks forward to leveraging Cloud Governance to help mitigate potential risks when implementing Microsoft Teams, which they see as being a big part of their collaboration going forward.

"We think AvePoint will make it easier to address the risks associated with implementing MS Teams, similar to the risks we addressed for SharePoint Online," said Joshua.

USC has found AvePoint's technical support team to be on top of their game.

"The tech support team have been excellent. They have a very thorough knowledge of their products, communicate well and resolve issues quickly," said Joshua.

### *About AvePoint*

AvePoint accelerates your digital transformation success. Over 16,000 companies and 6 million SharePoint and Office 365 users worldwide trust AvePoint software and services for their data migration, management, and protection needs in the cloud, on-premises and hybrid environments. A four-time Microsoft Partner of the Year, AvePoint is a Microsoft Global ISV Partner and has been named to the Inc. 500|5000 six times and the Deloitte Technology Fast 500™ five times. Founded in 2001, AvePoint is privately held and headquartered in Jersey City, NJ.

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