



**Customer Location**  
Caloundra, Australia

**Industry**  
Government

**Platform**

- Office 365
- SharePoint Online

**Solution**

- Governance Automation
- DocAve Content Manager

**Critical Needs**

- Managed, automated provisioning of shared workspaces and sites
- Automated workspace lifecycle management
- Usage reporting
- Reduce IT burden with scaling of Office 365 adoption

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## Sunshine Coast Council Upgrades to Modern Cloud Intranet With Governed Self-Provisioning

### Success Highlights

- Automated provisioning of SharePoint Online communication sites and Microsoft Teams workspaces sites, including site name changes, site owner changes, and more
- Implemented a ‘lease’ period to appropriately expired unused sites
- Sustainable adoption of new Office 365 platform including SharePoint Online and Microsoft Teams

### Customer Profile

[Sunshine Coast Council \(SCC\)](#) is a local government district with 303,000 residents in South East Queensland. It is a diverse region with picturesque hinterland towns, coastal urban centers, waterways, national parks, state forests, bushland, rural areas, and scenic mountains.

The Sunshine Coast Council and its 1,100 users champion sustainability, celebrate a diverse workforce and pride themselves on the quality of the wide range of services they deliver.

### The Challenge

SCC wanted to move away from their ageing on-premises SharePoint site to a new cloud-based intranet and collaboration platform. They decided to migrate to Microsoft Office 365 in order to leverage its portfolio of apps and collaboration tools such as SharePoint Online and [Microsoft Teams](#).

With the move to Office 365, SCC wanted to quickly boost adoption and leverage the platform with confidence. At the same time, maintaining an orderly content repository and collaboration ecosystem was important to preserve a central source of truth, institutional knowledge and a high-quality search experience.

To accomplish both goals at scale, the SCC needed a solution that allowed its users to self-provision workspaces while still maintaining overall oversight and control and all without overburdening the IT team.

## The AvePoint Solution

AvePoint's partner, [Sharing Minds](#), helped the SCC implement Governance Automation to create a managed, automated workspace provisioning, management and expiration process.

Upon implementing Governance Automation, SCC's environment now had a form-based self-serving website for IT requests.

Users were now provided access to SharePoint services via a request and auto (or manual) approval method.

For example; Council staff could enter the AvePoint portal, request the desired service – such as a new communication site, new team site, change site name, etc. – and have the request approved and provisioned automatically by the AvePoint platform.

The Council also gained the ability to govern its SharePoint and Office 365 environment by tracking usage and giving sites a 'lease' period. This ensure that unused sites are expired appropriately helping to prevent compliance issues or spending resources on maintaining obsolete items.

Through Governance Automation, the SCC gained an ease of supporting and governing the platform long-term without the need for significant human resources.

The SCC also leveraged AvePoint's Content Manger solution to ensure a seamless integration of SharePoint communication sites, Microsoft Teams workspaces, and Project Online records based on site and document metadata and labels.

## The Bottom Line

The Council is now able to rest assured that their content management and adoption of Office 365 is scaling sustainably while simultaneously keeping their environment clear of stale data.

Additionally, the SCC IT team has been able to focus on strategic plans and accelerate their Office 365 roadmap with the time that Governance Automation has saved them from tedious workspace provisioning and lifecycle management tasks.

## Partner Applause

Here at AvePoint, we want to commend partners and the work that we do together. The SCC team had nothing but good things to say about Sharing Minds:

"We chose Sharing Minds as we were seeking a service provider who could deliver a complete solution. We wanted a system that was modern, smart, responsive and mobile whilst ensuring that our requirements for governance and information management were met.

Sharing Minds was able to demonstrate superior knowledge in the technical and information architecture design and a solid understanding of our specific requirements as a Local Government agency.

Their expertise combined with their Partner Product Suite meant we could get access to everything that we need with a single point of contact."

## 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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