Modernizing Enterprise Content Management with Microsoft content services

White paper
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01. Executive summary

Embodying its knowledge and processes, content is the most critical digital asset for every organization. How content is created, managed, and shared—and how users collaborate with that content—has gone through a drastic evolution from traditional enterprise content management (ECM) to dynamic content services.

Microsoft SharePoint Online (SharePoint) and OneDrive for Business (OneDrive) enable content services with content velocity—where the content picks up speed and value as it is created, edited, and reused—and becomes more useful over time. SharePoint supports more than 300 content types like video and photo.

Industry analysts recognize that ECM no longer reflects market dynamics or what organizations need for content in digital businesses. For app leaders, this means casting aside previous notions and rethinking technology approaches. Content services is a more accurate description because it incorporates broader business content functions like apps, platforms, and components. Per industry experts, “Content is increasingly distributed and diverse, and the tools, apps, and needs will be vastly different based on audience and use cases. Demand is growing for smarter, more personalized content.”

Forbes Insights states:

Organizational issues, along with skills issues, and siloed data and outdated systems are holding back companies’ ability to deliver data as it is needed. One-third wrestle with budget issues, while close to 30% say they can’t find the essential skills needed to bring all their information resources together. Another one in four executives say information is difficult to access because they are on outdated or legacy systems. And yet one-third are unable to get the levels of funding or budget they need for more responsive systems.

SharePoint and OneDrive enable modern content services that transform the content life cycle. By using the full capabilities of Microsoft Office 365 organizations can extend these content services to Microsoft Exchange, Skype for Business, Yammer, Microsoft Teams, Microsoft Planner, and more, allowing content to be found, consumed, and governed across all of Office 365. These capabilities come to the user through the Microsoft Office Suite intuitive and familiar interface. Governance and security policies are simple, intelligent, and automated to help protect content in all phases of the content life cycle.

And our innovations have drawn notice. In 2018 Microsoft was recognized as a Leader in the Gartner Magic Quadrant for Content Services Platforms, a Leader in Enterprise Information Archiving, and a Leader in the Forrester Business Content Services Wave for 2017.

This white paper showcases tightly enhanced integrated SharePoint and OneDrive capabilities that empower individuals, teams, and organizations to discover, share, and collaborate intelligently and securely—transforming how enterprise organizations interact with and manage growing volumes of content. Let’s take a deeper look.

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Traditional ECM

Users created content freely in traditional ECM—but after publishing content moved to permanent silos, which prevented broad user access. These ECM solutions were based on what AIIM defined as systems of record to provide control throughout each phase of the content life cycle: capture, storage, manage, deliver, and archive." ECM was not designed for people who work with content daily, but for those who need to record the content.

Now organizations are looking for more practical ways to achieve those original ECM benefits. Recognizing this shift, Gartner declared in early 2017 that ECM was dead: "By 2020, 15% of enterprises will have dropped their traditional ECM provider in favor of a provider that offers consumer-like content services."  

Modern approach to content services

Shaping and controlling content from creation to final disposition means different things. It’s time to reflect the changes in how today’s content is created, shared, sustained, and reused. Content services represents the next wave in ECM—a more focused suite of empowered capabilities than traditional ECM.

Content services is people-centric, allowing for personal management (copying, moving, and tagging with metadata) and organizational management (knowledge management, record retention, and information lifecycle management). Policies and security protect content at all phases. Content services should supply business value throughout a life cycle, instead of after-the-fact dormant asset management.

![Figure 1. Content services and experiences](image)

Content services exposes information and files through intrinsic platform capabilities, IT policies, and user-oriented actions that extend information to apps and devices to support outcomes like accuracy, team formulation and extension, process acceleration, asset protection and control, insights and innovation, and risk mitigation. Modern content services also take advantage of intelligence to help content creators classify, organize, produce, and use content throughout the life cycle.

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Content services

Content services is as much about creation as it is about consumption. Today, most information is found in dynamic documents that are created and edited many times throughout their lifespans. With content velocity, information picks up speed and relevance as it’s created, edited, and reused, becoming more valuable over time instead of a dormant archive. It’s an evergreen cycle of authoring, collaboration, control, and reuse.

The four pillars of content services are harvest, create, coordinate, and protect.

**Harvest.** Content shouldn’t be saved, stored, or managed to fill up storage space. Content exists to support a future business purpose, like providing information on related decisions or seeding the next cycle of content creation.

**Create.** Content velocity requires document management from the moment content is created. SharePoint and OneDrive let you create content using new tools like Microsoft Office Lens or tools like Office to publish content to team sites or group members easily. Content types ensure that content is shaped by templates with rich metadata and governance policies.

**Coordinate.** Structure your teamwork with co-authoring, metadata, groups, taxonomy, Flow, and Microsoft PowerApps. In addition to working together, managed metadata provides a centralized way to tag and classify information and structure libraries. You can tag content and customize the view from the library home screen so that you don’t need multiple clicks to open a property-editing window.

**Protect.** Manage compliance and reduce risk with information lifecycle governance, including information architecture, auditing, rights management, records and retention labels, deletion, and eDiscovery.

*Figure 2. Content services life cycle*
02. Harvest

Traditional ECM often ends with document disposal or retention. But content exists to support a future business purpose—and users must be able to find it quickly.

In typical enterprises, discoverable content exists in multiple places, and Office 365 searches across Exchange, SharePoint, Skype for Business, and OneDrive to surface content quickly and easily.

Discover insights

SharePoint provides tools to discover relevant content across organizations.

Amplify content visibility

**Microsoft Graph-powered recommendations.** SharePoint includes a modernized team site experience with an engaging home page personalized by the intelligence of Graph—surfacing documents and insights designed to make your business more productive. The activity on your SharePoint home page provides insight into what’s happening—and who’s doing what—throughout your team site.

**Microsoft Delve.** Delve discovers new, relevant information based on the people and content you interact with. It helps users discover information that’s likely to be useful to them when they need it. Users don’t need to remember the title of a document or where it’s stored. Delve suggests documents based on machine learning about your work patterns and the patterns of your teams and sites.

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**Figure 3. Delve**

**SharePoint and OneDrive activity reports.** SharePoint and OneDrive activity reports provide a holistic view of how your users collaborate. Use the report to see which users are active on SharePoint and engaged with team files. You can also see which users synchronize documents back to their local machines, and whether they share documents internally or externally.
**Search.** With cloud hybrid search, content is crawled in place (on-premises and cloud) and combined in the Office 365 search index. When users enter a query, they get security-trimmed search results from the Office 365 search index so they see results from both on-premises and Office 365 content.

**Cognitive analysis with Flow.** With the cognitive services engine users can find insights and trends from any text input, enabling easy analysis of sentiment, key phrases, translation, and moderation—all powered through artificial intelligence (AI) that’s directly connected in Flow.

Imagine being able to see sentiment scores directly from a social media feed without expensive third-party tools.

![Figure 4. Cognitive analysis](image1.png)

**Flow triggers for image analysis.** When a user uploads any image file into Office 365, it scans for object recognition automatically—whether it’s documents, people, whiteboards, notes, or business cards. Image analysis lets you define Flow triggers for any type of image analysis results.

![Figure 5. Image analysis](image2.png)
03. Create

Creating content in a better way means creating content in real time that’s inherently managed and creating that content from anywhere on any device. It also means taking advantage of AI to create content automatically.

Create content that’s inherently managed

**Content types.** A SharePoint content type defines a related set of documents; the item might be a contract, presentation, policy, list, or folder. A content type associates this item with key metadata or other information, like a template or retention policy. You can specify these attributes for each content type:

- Workflows
- Information management policies
- Document templates
- Document conversions
- Templates

**File types.** SharePoint and OneDrive support almost all file types and preview support for more than 300 file types, including videos and photos.

**Team news.** Team news helps you keep up with and broadcast key events and accomplishments. Use team news for trip reports, best practices, project updates, highlights of new documents and content, to welcome a new team member, share team goals, and celebrate milestones. You can easily and quickly create beautiful posts that are showcased on your team’s home page.

**Attention view.** Attention view provides visual cues for when content is missing required metadata. Focus on specific groups and documents and update multiple items with bulk editing in one tap.

![Figure 6. Attention views with bulk updates to missing metadata](image)

**Column totals.** Personalize your view by adding calculated fields like totals or averages at the footer of a group or the entire list. The column totals feature can be availed in the modern web parts for lists and libraries without forcing users back to the classic interface.
Launch Events

<table>
<thead>
<tr>
<th>Title</th>
<th>Cost</th>
<th>Launch</th>
<th>Audience</th>
<th>Assigned To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dinner</td>
<td>$800.00</td>
<td>9/26/2018</td>
<td>Team</td>
<td>Chris McNulty</td>
</tr>
<tr>
<td>Interviews</td>
<td>$550.00</td>
<td>3/3/2019</td>
<td>Press</td>
<td></td>
</tr>
<tr>
<td>Print product sheets</td>
<td>$150.00</td>
<td>1/10/2019</td>
<td>Public</td>
<td>Mark Kashman</td>
</tr>
<tr>
<td>Video Experience Reviews</td>
<td>$75.00</td>
<td>2/1/2019</td>
<td>Public</td>
<td></td>
</tr>
<tr>
<td>Issue Resolution Council</td>
<td>$500.00</td>
<td>1/17/2019</td>
<td>Internal</td>
<td></td>
</tr>
</tbody>
</table>

Sum $2,075.00

**Figure 7. Modern column totals**

**Sticky headers.** SharePoint keeps column headers within the users’ view at the top of each list or library. Sticky headers help you identify list values as you move vertically and horizontally through each view. Column headers also remain in place inside the list/library web parts.

**Column customization.** SharePoint allows you to tailor your view for document libraries and lists by dragging the column header to a new location.

**File card.** File card gives you better insights about a document without having to open the file. When you hover over a file name, SharePoint provides content intelligence like who created the document, who made the last modifications, number of views, average reading time, and key points found in the document. Key points can also be edited in SharePoint directly.

**Figure 8. File card with key points**
**Organization assets.** Organization assets provide easy access to an organization’s approved images. It allows you to register multiple document libraries with images to be available anywhere in SharePoint. It works as a single point to access an approved image or one that was purchased for licensed use throughout the intranet.

![Organization assets](image)

**Figure 9. Organization assets**

**Easy list creation.** SharePoint provides a simplified way to create new SharePoint lists. In addition to configuring new list values and properties manually users can select from predefined list types with the properties of an existing SharePoint list by importing from Microsoft Excel or reusing published templates for common data used in your organization.

![Create new SharePoint list](image)

**Figure 10. Create new SharePoint list**
Capture content in real time

**OneDrive mobile app.** OneDrive provides a place in the cloud where you can synchronize and access Office 365 file content. The OneDrive mobile app enables you to upload and share files like documents, Microsoft OneNote notebooks, photos, videos, and music.

**Office Lens.** Office Lens digitizes notes from whiteboards, captures documents and business cards, and trims and enhances images to make them readable. Use Office Lens to save images to OneDrive and OneNote, or convert images to PDF, Word, and PowerPoint.

**Figure 11. Office Lens**

**Mobile capture.** The OneDrive mobile app delivers built-in functionality to scan documents and images and store them directly in SharePoint or OneDrive. It gives you flexibility to not only capture images of important notes and records, but also allows you to add annotations. While storing images captured from OneDrive, you can also add default metadata. Images captured with mobile capture are saved as PDFs automatically, even for multi-page scanning, which allows you to combine multiple scans into one PDF.

**Figure 12. File card with key points**
Copying or moving content from OneDrive to your team site, and vice versa. When you select a file in OneDrive, you can copy to SharePoint directly, and vice versa. You can copy from OneDrive to SharePoint, from SharePoint to OneDrive, from one location on a SharePoint site to another, or from one SharePoint site to another.

Work with content anywhere, on any device

Office integration. Inside Office clients, the Backstage view (the File tab) lets users see document properties. If it’s from a SharePoint document library, users can also view and edit the SharePoint metadata associated with the file. If versioning is enabled, they can check-in the document or discard the checkout. And in Word 2016 for Windows, you can edit SharePoint metadata from the Ribbon menu directly.

SharePoint mobile. This app enables you to access your team site activity and lists, view profiles, and search. You can also view and create Team News. The app connects to SharePoint, SharePoint Server 2013, SharePoint Server 2016, and SharePoint Server 2019.

Figure 13. SharePoint mobile client and OneDrive mobile client

OneDrive client. The OneDrive client has been enhanced to synchronize SharePoint team sites to Windows and Mac—including files in Teams, Office 365 groups, and OneDrive. It also provides Windows On-Demand Sync, which allows you to see all files, synchronized or not, locally on Mac and Windows.
Infuse content with intelligence

**Cognitive services for custom image model.** The custom image model using cognitive services allows you to build, deploy, and improve your own image classifiers. Use a labeled image to train Custom Vision Service to evaluate and classify images based on your custom requirements.

**Document sets.** Document sets group-related documents together with shared metadata, routing, and visual experiences—allowing you to manage documents as a single entity. Each document set has a content type that makes it easier to create and manage multiple related documents. This feature can be found in both classic and modern mode.

**Microsoft Power BI integration.** Visualize large amounts of data from SharePoint list by integrating with Power BI and get insights into data patterns through charts, dashboards, and reports. SharePoint also allows you to pin those insights to your list home page for easy access across the team.

![Figure 14. Power BI insights in SharePoint list](image)

Transcription. Transcribe audio and video assets and use Flow to pull text for analytics automatically.

![Figure 15. Azure Cognitive Services in Flow](image)
Migrate files to SharePoint quickly

Get started on your move to the cloud fast with the SharePoint Migration Tool and the SharePoint Migration Assessment Tool. Quickly and easily migrate files from file shares or on-premises and SharePoint sites to OneDrive or SharePoint.

*Figure 16. SharePoint Migration Tool*
04. Coordinate

Office 365, powered by SharePoint and OneDrive, is where everyone you work with—both inside and outside your organization—comes together in real time to get work done. This means creating and sharing content with the same familiar Office tools they use every day and third-party tools like the Adobe Creative Suite, AutoCAD®, and more. SharePoint makes file storage and document collaboration more people-centric with industry-leading mobile apps and improved mobile access to content, people, and apps.

SharePoint content, both on-premises and in the cloud, has long been maintained in a classic information hierarchy of site collections, sites, and libraries; but SharePoint also participates as part of a relational hierarchy to a range of sites and other collaboration elements of Office 365 that are bound together by group membership.

Content in SharePoint is maintained in document libraries, making it easy to structure graphically rich dynamic views. The SharePoint Managed Metadata Web Service (MMS) provides a centralized way to tag and classify information to define a custom hierarchy of metadata tags.

Share content with colleagues

**Document libraries.** The document library is a secure location to create, share, and organize team files. It’s designed to bring consistency for working on files throughout Office 365 while maintaining the full power of SharePoint document libraries.

![Modern document library](figure17.png)

**Figure 17. Modern document library**

**Properties.** Metadata in lists and libraries makes it easier for users to find content through intelligent filtering on all field types.
Views. You can create different views by adding columns to your list or library and then sorting, grouping, and filtering on those columns. For example, people might want to see only documents that apply to their department or sort a list by project number.

File viewing. Thumbnails show document, images, and video previews.

Pin to top. Highlight important files, folders, or links in a document library in SharePoint by pinning them to the top of the library.

Predictive indexing and queries. SharePoint libraries apply indexes automatically to optimize working within lists of 20,000 items without worrying about performance bottlenecks or administrative headaches.

Bulk metadata updates. Edit metadata on multiple files or list items in one click.

File template management. In addition to default document types in any SharePoint document library, you can add document templates. Customize your new menu to choose which templates should be displayed in the library and which content type the template supports.

Send cloud attachments with Outlook. Cloud attachments are references to files stored in SharePoint and OneDrive. Outlook attaches the file as a live link rather than as a traditional attachment, reducing the message size. With SharePoint, you get a similar ability to share files as Outlook attachments.

Share files internally and externally. The files you store on SharePoint are available to everyone who has permissions to the site, but you can also share links to specific files and folders with people who need access to the content but aren’t team members.

Audience targeting. Page tagging and metadata help deliver pages and news to specific audiences.

PowerApps for document libraries. SharePoint document libraries can be accessed via PowerApps, which allows users to browse through document library folders and view and launch files in native apps.

Create content together in real time

Co-authoring. Multiple people can work together on a Word document, Excel spreadsheet, or PowerPoint presentation. Office includes tools like comments, track changes, and the ability to see where everyone is and what they’re typing as though they’re typing on your device.

Automate approvals and content processes

Automate your processes with Flow. Experience the benefits of connecting your data in SharePoint to other data sources. Flow is now integrated directly into SharePoint lists and libraries. Select Add flow, and then select a flow template from a panel. Use integrated review flows or create custom flows to build custom review and publishing processes for your document lists and libraries.

And Flow can also be used for out-of-the-box approval process like lightweight document signoffs or page publishing approvals. Inside the page library, use the Flow pulldown menu option to create an approval process.
Bulk check-in and checkout. Multiple files can be checked-in and out with a single click. When you check out a file you have exclusive edit control until you check it back in.

Versioning. Versioning is enabled in libraries, which enables you to track and manage information as it evolves. View earlier versions and recover them as necessary or retain multiple versions for legal reasons or audit purposes. For sensitive information, it can be important to have only the official version available to users. To accomplish this, you can require approval for an item or file before it becomes visible to most site users.

Collaborate beyond the document

Team and Group calendars. These calendars keep your team synchronized by sharing everyone’s meetings, project milestones, and vacation time using Office 365 Groups and Exchange integration. Use Outlook to view a calendar from an Office 365 Group side-by-side or overlaid with an Outlook calendar allowing for a tabular or combined view.
**Planner.** Planner makes it easy for your team to create new plans, organize and assign tasks, share files, chat about what you’re working on, and get updates on progress. It offers a simple, highly visual way to organize teamwork.

**Yammer.** Connect with people and information across your organization, breaking down silos, sharing best practices, and creating engaged communities. Yammer enables collaboration, knowledge sharing, and engagement across and beyond your company.

**Conversations in Teams.** Teams provides a single place for open and seamless persistent chat. It brings together your team’s conversations, meetings, files, and notes. Create different chat channels for the team based on work streams or topics. Teams provides built-in access to SharePoint, OneNote, and Skype for Business.

Teams uses content services to surface content for collaboration while maintaining organization control. As an example, within a Team chat, someone can attach a document within the session while that document still resides in the library for that SharePoint team site.
05. Protect

SharePoint builds on a long tradition of supporting information lifecycle governance, records management, and eDiscovery. Newer capabilities, developed as part of our ongoing engagement with the entire Office 365 suite, as well as recent technology integration like Adallom and Equivio, include the following.

**Office 365 records management and retention.** This new capability offered across Exchange, Skype, OneDrive, and SharePoint allows an administrator to centrally define a policy label in the Security & Compliance Center. This enforces document retention and deletion policies, including those based on external events like project closure, payment receipt, or manual review. Labels can be set through code, default settings, or user actions, and can be auto-applied based on sensitive information types, content types, or keywords. Here are key attributes of record declaration with Office 365 labeling:

- **Unique:** Every file in SharePoint is branded with a permanent, non-alterable document ID.
- **Variable:** Multiple record categories can be defined as separate labels and applied by appropriate user roles, or through automation or default values.
- **Immutable:** Moving beyond retention, a record label brands the content as unalterable throughout the lifespan of the policy.
- **Transferable:** Only appropriate compliance roles can move or transfer records once declared.

**Controlled destruction.** Content labeled as a record cannot be deleted, and users are advised that the deletion is blocked by policy. Automated document destruction is enforced by retention policies and generates a fully auditable activity log in the Security & Compliance Center. Alternatively, you can choose to trigger a disposition review at the end of the retention period—calling upon the responsible user to retain or dispose of the document.

*Figure 20. Security & Compliance Center*
**Signals.** SharePoint has new icons next to filenames, these are signals—visual cues about the status of a file. Signals can alert you with various statuses like when malicious software or packages have been detected in the file, file has been checked out either to you or by someone else, missing metadata, file blocked by a data loss protection (DLP) policy, file tagged as a record, recently created or uploaded, and more.

**Scripted data governance label application.** SharePoint allows you to programmatically apply Office 365 labels to the document library. You can also set a default label onto a document library for each site.

**File plans.** File plans offer advanced yet simplified capabilities to manage retention labels and policies for your entire content life cycle. With file plan actions, you can define and publish new labels and define triggers to apply labels automatically. File plans can also be exported from Office 365 for easy editing in Excel and then reimported to update label rules.

**Advanced record versioning.** Advanced record versioning supports collaboration and productivity in your organization. Users with correct permissions can lock and unlock files to limit or enable collaboration on records within SharePoint. A snapshot is taken and preserved with each lock or unlock—ensuring that records retention policies are met.

![Figure 21. Office 365 file plan](image-url)
**Label analytics.** Label analytics provides deep visibility into how your content is being labeled such as most used sensitivity and retention labels, classified content count by their store location, and more. It helps you investigate unusual trends and to continuously adjust and improve governance.

![Graph showing items with label and newly labeled](image)

**Figure 22. Label analytics**

**Information rights management.** Files can be encrypted with **Microsoft Azure Information Protection** and **Azure Rights Management**, and can still be used at supported end points, including browsers, rich clients, and mobile Office clients. You can even synchronize encrypted files from SharePoint and OneDrive to your local computer for offline access. By requiring decryption on each access, files can be freely copied while still limiting actions inside each file. Finally, revoking a key instantly renders all copies unreadable, even if they have been distributed outside Office 365.

**DLP.** The Security & Compliance Center provides a central location for defining policies for 82 predefined information types or creating other custom information types. When these types are detected, users can be advised about the policy or even automatically blocked from sharing or distributing based on the dynamic policy definition.

**OneDrive File Restore.** This complete self-service recovery solution allows you to go back to any time in the last 30 days and even view activity data to help you choose the exact moment to revert to.

**Auditing.** When combined with unified auditing in hybrid deployments of SharePoint 2016, Office 365 can provide integrated logging of user and administrative actions on content for both on-premises and cloud-based SharePoint and OneDrive locations.

**Conditional access polices.** These policies can control or prevent access to content based on data sensitivity, user location, or device. For example, access can be blocked from certain countries or limited to read-only views on personally owned devices.
**Label Activity Explorer.** With the Label Activity Explorer in the Office 365 Security & Compliance Center, search and view label activity for all content across SharePoint and OneDrive from the past 30 days. It provides information like how many times each label was applied on each day (up to 30 days), who labeled which file on which date exactly, which files had labels changed or removed, filter label activities, and more.

![Label Activity Explorer view](image)

**Figure 23. Label Activity Explorer view**

Support privacy and compliance

**Microsoft 365 compliance center.** The Security & Compliance Center is designed to help you meet your organization’s legal, regulatory, and technical standards for content security and data use. Manage eDiscovery searches and holds, access for mobile devices, and more.

**Customer Lockbox.** Customer Lockbox gives you control over your content. In the rare instances when a Microsoft engineer needs access to your content to resolve an issue, you retain control and visibility.

**Customer Key.** By default, Microsoft manages your tenant encryption key. You might want to manage your own tenant key to comply with regulations specific to your organization.

For more information, read the white paper, [File security in SharePoint and OneDrive for Business](#).
06. Architecture

Some of the largest organizations keep virtually all enterprise content in SharePoint, OneDrive, and Office 365—and Microsoft has expanded capacity to stay ahead of demand. You can store up to 12.5 exabytes (or 30.0 trillion items) per tenant, 25.0 terabytes per site collection, and files up to 15.0 gigabytes. This content services platform is available in 40 regions globally and offers built-in redundancy with constant data replication across geographically separate data centers. We also offer multi geo tenant services distributed across multiple datacenters for compliance with data residency requirements.

Depending upon the requirements, SharePoint can be deployed in four fundamental models:

- **SharePoint on-premises**: Plan, deploy, maintain, and customize your SharePoint environment in an environment completely managed and maintained by your organization including hardware, software, security updates, and patches.

- **SharePoint Hybrid**: Cloud-first doesn’t mean cloud-only. Microsoft brings the cloud to your business to empower your users with the latest in Office 365 innovation and enrich traditional on-premises workloads with cloud capabilities. Share a common taxonomy and content types across SharePoint, as well as on-premise deployments of SharePoint Server 2013 and SharePoint Server 2016.

- **SharePoint and OneDrive**: SharePoint is always up to date, but you are responsible for managing SharePoint itself. With SharePoint and OneDrive, Microsoft manages a cloud-based infrastructure that brings comprehensive, secure cloud productivity and communication offerings.

- **SharePoint in Microsoft Azure Infrastructure as a Service (IaaS)**: Extend or migrate your on-premises environment into Azure IaaS for production, disaster recovery, and development and testing SharePoint Server 2016 farms.

**Figure 24. Information Architecture in SharePoint**

**Figure 25. Information architectural site map**
07. Summary

Microsoft provides end-to-end content services. SharePoint and OneDrive give you enriched capabilities for creation, collaboration, protection, and harvesting content to provide intelligent information use.

SharePoint and OneDrive provide industry-leading content services with the scale, governance, and protection that organizations require, and your organization most likely already has access to SharePoint through your Office 365 subscription or Enterprise Agreement.

You can now adopt SharePoint and OneDrive more efficiently with Microsoft FastTrack, a program in which Microsoft specialists work with you remotely to get your Office 365 environment ready to use, and plan rollout and usage within your organization. Microsoft experts also work with you to drive SharePoint use and migrate data from a variety of on-premises and cloud sources.

08. Calls to action

Check out these resources to inform your migration to the modern content services platform built on SharePoint and OneDrive.

Learn:
- SharePoint videos and tutorials
- SharePoint hybrid sites and search
- Use SharePoint Online as a B2B extranet solution
- Plan hybrid OneDrive for Business

Plan:
- SharePoint planning guide for Office 365 for Business
- Technical diagrams for SharePoint 2016
- SharePoint hybrid sites and search

Try:
- Try Office 365 now

Try:
- Try Office 365 now

Plans and pricing:
- SharePoint plans and pricing

References:
- Microsoft content services resource center
- Install and configure SharePoint Server 2016
- SharePoint Server 2016
- New and improved features in SharePoint Server 2016
- Discover ECM powered by SharePoint
- Hybrid in SharePoint Server 2016

Analyst research:
- Microsoft recognized as a Leader in Gartner Magic Quadrant for Content Services Platforms, October 2018
- SharePoint Evaluated as a Leader in The Forrester Wave™: Enterprise Content Management—Business Content Services, Q2 2017