

Millennium Services Group Builds Digital Resilience with Microsoft 365 and Circle T

Partner description:

Circle T's proven expertise in delivering Modern Digital Workplace solutions has established it as an industry and thought leader in the Office 365 partner ecosystem in Australia. As a dedicated Microsoft Cloud company and Gold partner, Circle T drives the adoption of the Microsoft suite to deliver the true Modern Digital Workplace on Office 365. Circle T is a Content Services Charter Member with competencies that include Gold in Cloud Productivity and Silver in Collaboration & Content and Project & Portfolio Management. Circle T has been at forefront of promoting Project Cortex in Australia and globally and was announced as Project Cortex Launch Partner in July 2020.

Circle T believes technology should enable organizations to be more efficient, collaborative, and secure - allowing people to do what they do best. With a focus on building lightweight and sustainable cloud solutions, Circle T's offerings are purposefully built to deliver clients the best value for money and return on investment. For over 10 years Circle T has partnered with companies all over the world and across industries using human-centered design to create simple, clean, and secure workplaces for today, tomorrow, and the future.

Industry:

Business Services Sector, Security & Cleaning Services

Products/Solutions:

Microsoft 365 E5 Security

Microsoft 365 E5 Compliance

SharePoint

Microsoft Teams

PowerApps

Microsoft Power Automate

Microsoft Endpoint Manager

Yammer

Circle T Intelligent Intranet

Circle T Controlled Document Manager

Solution Summary

Millennium Services Group is an ASX listed company providing specialist cleaning and security services to large retail shopping centres, commercial and government properties, public transport, and large scale events around Australia and New Zealand. Millennium grew from the acquisition of smaller businesses and its IT landscape- a tapestry of fragmented legacy systems- was reflective of this history. Millennium has embarked on a journey to establish a more cohesive and all-encompassing IT strategy across the organisation with strategic partner Circle T to deliver the Modern Digital Workplace capabilities. The onset of the COVID-19 pandemic reinforced the need for Millennium to substantially accelerate their adoption of digital processes, an opportunity that Millennium embraced. Now equipped with an enterprise knowledge platform and a fortified security posture, Millennium's digitally enabled resilience is enhancing its transition from a digital vision to a digital reality.

Challenge

Formed in 2015, Millennium Services Group was previously a group of independent small businesses. Corporate IT costs were high owing to multiple legacy on-premise data centres and duplicate, disparate technology systems across Australia and New Zealand. Millennium's 5300-strong workforce are mobile and geographically dispersed with the overwhelming majority working at client premises. Less than 10% of employees had access to Millennium's IT systems, which meant collaboration was difficult and information could not be propagated to all staff on a timely basis. In the absence of a centralised content management system, documents and directories were stored as local files on PCs.- The dependence on local file storage and emailing content as attachments resulted in version control and compliance issues. Sensitive or confidential data stored on laptops exposed Millennium to the risk of data loss and theft. Millennium needed an enterprise Modern Digital Workplace platform to unify content and communication, enable collaboration, adhere to compliance requirements and provide secure mobile access to its staff.

Solution Strategy

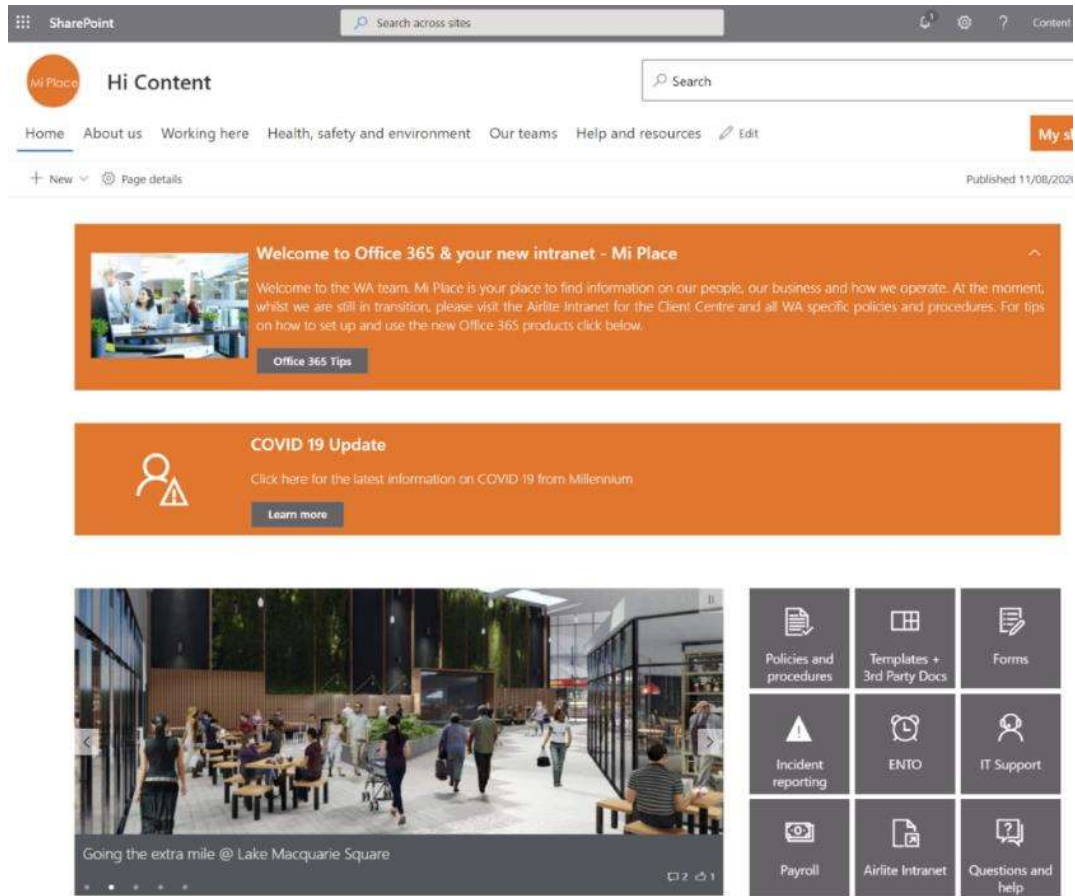
Millennium's requirements around IT simplification and security were a clear fit to Microsoft's Enterprise 365 capabilities and the Modern Digital Workplace accelerators offered by Circle T. Millennium engaged Circle T to deploy Office 365 as part of a six-month project to deliver a cohesive corporate intranet, robust content management capabilities, a reliable communication and collaboration platform and secure mobile access. Immediately preceding the national Australian and New Zealand lockdowns that transpired with the COVID-19 crisis in 2020, Millennium made the executive decision to go live with the Office 365 solution weeks earlier than anticipated in order to mobilise work from home arrangements. Also, it had meant to roll out Office 365 in a systematic order but resolved instead to go for a 'big bang' approach across

the entire organisation. The decision was a calculated risk and it paid off: staff were connected to Millennium on their BYOD devices and Millennium made the transition to the new world of remote working. Millennium's executives harnessed video conferencing in Microsoft Teams and Yammer Enterprise to reach staff and provide critical messaging.

Delighted with the outcome of the corporate intranet and Office 365 roll out, Millennium and Circle T focused on extending the capabilities of the modern digital workplace, migrating Exchange, SharePoint on premise and file share data to Office 365 and protecting the estate with Microsoft E5 capability.

Highlights include:

- Circle T's Controlled Document Manager on Microsoft 365 ensures Millennium's corporate policies are readily accessible, well maintained, and compliant to business, legislative, and regulatory requirements
- Circle T's Intelligent Intranet accelerates the roll out and content of Millennium's corporate Intranet
- Office 365 provides the entire workplace toolset from video conferencing, remote meetings, enterprise social, email, document storage and management to collaboration, automation, and intranet
- Staff and client-based workers are enabled with secure remote working technology, ensuring vital information can be accessed, anytime, anywhere, and from any device
- Microsoft E5 Security and Compliance suite fortifies Millennium's security posture by providing best-in-class security threat and data protection
- Information Management and data governance enforces and execute Millennium's policies, standards, procedures, and work instructions
- Microsoft Endpoint Manager (Intune) executes Millennium's device provisioning policies and ensures that field devices are securely connected and consistently configured
- Microsoft Defender ATP provides endpoint security capabilities around threat detection, protection, and response
- Power Automate enhances business productivity by integrating multiple line of business SaaS offerings and automating previously time-intensive processes such as audit reporting



Results

Circle T has helped Millennium realise its vision of a modern digital workplace and transformed the way knowledge and insights are shared within the organisation. The solution has provided Millennium with digital resilience, enabling Millennium to respond to the COVID19 crisis by safeguarding its operations. The platform has allowed Millennium to continue investing in strategic priorities to build ongoing resilience by expanding and strengthening its digital platform and focusing on automation.

Results at a glance:

- 30% reduction in IT costs from decommissioning multiple on-premise data centres, ageing SharePoint farms, email and file servers
- Cultivating an inclusive company culture through employee connection and engagement
- Significant productivity benefits to staff across the organisation with 100% of the business now using MS Teams as its primary collaboration tool, enabling vital access to data and content

Customer Quote

"Connection with our workers has never been more critical. We now get feedback in the moment - management can quickly understand if the key messages they are trying to land are getting across. Staff feel more connected with Millennium. You can see it in people's faces. With Office 365 and Microsoft Teams, we can now connect with all of our teams for the first time and staff can interact with us."

David Benjamin, CIO, Millennium Services Group