



## **CONSISTENCY & COMPATIBILITY**

Technology Management  
for  
Small Business

Consistent and compatible implementation of a tool platform like Office 365 provides a workplace opportunity for increased productivity and efficiency, while eliminating many of the problems that can interrupt work flow.

## Small Business: Service

A small service business relies heavily on personal and team interaction and discretion as well as structured and secure organization of data.

### Their Challenges

The client was hindered by a host of small problems:

- compatibility errors
- communication failures
- inconsistent software licensing
- inconsistent access to specific key tools.

### Our Diagnosis

Upon analysis, the cause of the problems could be traced back to an inconsistent (and old) implementation of Microsoft Office 365. Different workstations had different versions, causing:

- inter-office emails marked as spam
- inconsistent file sharing
- inconsistent access to collaborative tools like Microsoft Teams.

# CASE STUDY



### Our Solution

After an initial analysis of the client's network and systems, we implemented a clean, complete installation of Microsoft 365 on all workstations. This removed email flagging problems, compatibility issues and allowed access to a full, robust set of tools.

### The Results

The ability to smoothly conduct daily operations makes a massive difference for the client. Their inter-office communication is stabilized, removing opportunities for important information to get lost or buried.

Using collaborative tools like Microsoft Teams gives the client's team flexibility and rapid response speed, enabling them to complete projects more quickly. The modern installation also helps shore up any lingering security risks that come with using outdated software, making the client data more secure.

### About Us

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