

CASE STUDY

Carlisle Construction Materials

Carlisle Construction Materials is a diversified manufacturer and supplier of premium building products for the commercial and residential construction markets. Carlisle has been a recognized leader in the roofing industry for nearly half a century. Every Carlisle company offers sustainable, eco-friendly products that help reduce a building's carbon footprint, and often minimize its energy consumption and costs.

Challenges

- Separate business units needed to manage their own user groups
- Small IT team supporting giant company
- Tedious data extraction and report building distracted IT staff from other tasks
- Company's security compromised due to limited visibility into specific user activity

Results

- Partitioned tenant into separate virtual-tenants for each business unit
- Delegated IT admin rights using RBAC to manage respective business units
- Empowered IT admins with bulk-actions and simplified report building with data extracts to Excel spreadsheets
- Utilized built-in reporting to monitor user activities and perform security auditing



“If you are looking for a solution that provides the most in-depth Office 365 user and subscription detail at your fingertips, CoreView is it.”

Jeff Janovich

Cloud Solutions Architect, Carlisle Construction Materials

IT Pain Points

Carlisle Construction Materials (CCM), a conglomerate of 10 different companies, focuses on innovation, energy efficiency, performance, and reliability across its manufacturing and supplying business models.

With only eight employees in the operations team supporting over 3,000 employees in 30 locations around the world, a productivity platform was vital to maintaining CCM as a well-oiled machine. CCM only evaluated a few options before deciding to migrate to Office 365 in 2014.

Not having a single-pane-of-glass view of the company's Office 365 activity can be perilous, as it leaves many red flags and other details unnoticed. **A report that CCM's IT team needed, but did not have, was a way to evaluate and manage productivity on mobile devices.** In order to ensure security across devices, CCM needed a way to easily access information on the employee devices—including mobile—that were accessing company information and connecting to applications. Unveiling details on which devices were connecting to company information and applications would ensure better security from an IT standpoint.

Pulling this report from Office 365 alone was virtually impossible. Also, CCM's limited security reports left data breaches undetected. Data loss prevention (DLP) software would solve this issue by enabling optimal visibility, especially useful for a small IT team with limited bandwidth.

CoreView is a complete solution that shows you everything you would want or need to know about your Office 365 service without breaking a sweat.

Jeff Janovich

Cloud Solutions Architect
Carlisle Construction Materials

A Comprehensive Solution

After researching tools for reporting, management, monitoring, and auditing for Office 365, CCM evaluated several promising solutions. CoreView's free 30-day trial exhibited an intuitive user interface (UI), simple configuration, and ability to manage all aspects of Office 365, which quickly won over CCM.

In fact, **due to the simplicity of CoreView's management tools, CCM's delegation model remained intact**, allowing them to manage everything in the same manner as their on-premises applications.

This made it very easy for the IT personnel as they did not experience a severe learning curve as originally expected. CCM found value in both the custom and built-in reports.

A common built-in report the company uses surrounds productivity on mobile devices and email connectivity. Through this report, CCM found instances of email usage on mobile devices that were not enrolled in a Mobile Device Management (MDM) program.

The company is now able to immediately take action to remediate these issues. Some examples of **custom reports CCM has built provide information on specific users, including which specific Microsoft licenses they were assigned, the last time they used OneDrive or SharePoint.** With CoreView, CCM is able to see a full picture of its user base and identify which users they should spend more time on training in certain areas to drive its business forward.

Key Features Utilized

The CCM IT team mainly uses CoreView for Exchange, OneDrive, and SharePoint. Since moving SharePoint from on-premises to online two years ago, their environment has grown rapidly and now enables them to better monitor unique users. The following features have helped them significantly with these workloads:

Admin Rights Delegation

CoreView has enabled CCM to effectively segment its Office 365 tenant into separate groupings, or virtual- tenants based on business units. Each business unit has been assigned a set of administrators who were delegated specific tasks and capabilities to successfully manage their separate user community.

License Management

CoreView gives CCM an easy way to manage the license allocations for each business unit by using separate license pools. These license pools enable the IT team to assign binding license allotments to each business unit, which allows them to efficiently manage their own license assignments.

Security Auditing and Alerts

All Office 365 log file information is exposed within CoreView, which has empowered the IT groups to create many custom reports for distribution. In addition, there are specific automated alerts that have been configured within CoreView to notify administrators when security compliance issues are identified.

Future Plans

Carlisle Construction Materials will continue to use CoreView to manage its Office 365 platform. The company is looking into deploying CoreView across Office 365 and Exchange on-premises for a comprehensive, hybrid cloud management system. In addition, CCM has future plans to utilize the CoreView adoption campaign tool to drive training and awareness campaigns, encouraging further adoption of the full suite of Office 365 workloads.



Carlisle Construction Materials enables distributed management of Office 365 across separate business units by using CoreView.

Customer: **Carlisle Construction Materials**

Country: **United States**

Users: **3,000**

Technology Environment: **Office 365**

Connect with Carlisle Construction Materials
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For more information about the CoreView solution, contact your sales representative or visit www.CoreView.com/features.

