

CASE STUDY

Karen Hardy Dance Studios

Karen Hardy Dance Studios is a one-of-a-kind private dance club in London popular to decorated dancers and novices alike. To keep the small business running efficiently and maintain its sparkling reputation, the company's back-end IT had to be flawless. Leveraging specific workloads within Office 365.

Challenges

- Small IT staff
- Need reports for license management
- Lack of visibility into security compliance

Results

- Streamlined IT administration for Office 365
- Utilized built-in reporting to monitor licenses including inactive/disabled accounts
- Configured automated alerts for security issues

**KAREN
HARDY**

DANCE STUDIOS



CoreView's single common interface has been a game changer for us as a small organization.

Conrad Murray

Information Technology Directory
Karen Hardy Dance Studios

IT Pain Points

To support their prosperous business, Karen Hardy Dance Studios needed to implement a robust IT infrastructure as quickly and easily as possible. With each instructor busy focusing on dance instructing, managing tuition, and developing client relationships, their email, file sharing, CRM software, and other productivity tools had to be very user-friendly and secure. The IT team consists of an IT Director and Operations Manager, therefore the instructors are occasionally responsible for setting up and tracking memberships and other IT tasks themselves.

The dance studio immediately deployed Office 365 alongside the conception of their company. Their IT Director, Conrad Murray, was the only one with Global Admin access to the Microsoft tenant. As such, he was responsible for a multitude of time-consuming tasks such as creating mailboxes for new hires, disabling logins, and password resets. It was also difficult to tell whether they were over-licensed, and consequentially, over paying.

Aside from extra time and money being poured into its IT, Karen Hardy Dance Studios faced potential security risks. There was no way to find out where unnecessary fully delegated access had been granted—such as to Outlook mailboxes—without having been removed or audited. This potentially meant that certain staff had elevated access where they shouldn't, but there was very little insight into how to fix it.

“CoreView provides incredibly great value for the money. This is genuinely a product that gives back to the customer, actually enabling them to save money and have the product pay for itself. Microsoft is selling licenses that people let go to waste without realizing. This product helps you negate that.”

Conrad Murray

Information Technology Director
Karen Hardy Dance Studios

A Comprehensive Solution

Nero Blanco IT Limited, Karen Hardy Dance Studios' IT service provider, introduced the company to CoreView in May 2016. Twan Van Beers, Director and Infrastructure Architect at Nero Blanco, and Valentin Vasquez, Principal Solution Architect at CoreView, deployed CoreView for the studio. They chose this solution specifically for the key reporting features of component use, security auditing, unlicensed users, granular delegated administration, and most importantly, the ability to drive adoption of features.

Conrad Murray leveraged many of CoreView's built-in reports, and took advantage of the new information on licensing and mail use. The automated licensing reports gave him insight into areas they were spending money unnecessarily, and tracking email senders and receivers provided visibility into who was adopting certain workloads and effectively communicating with their clients.

CoreView proved to be the right solution for Karen Hardy Dance Studios because of its ease of use. Outside of Conrad Murray, the dance club's staff consists mainly of professional dancers and dance instructors, many lacking IT knowledge. CoreView helps the employees easily understand adoption of the appropriate technologies so they can get the maximum value out of the Office 365 investment.

Key Features Utilized

The IT team at Karen Hardy Dance Studios mainly uses CoreView for Outlook, Skype for Business, and OneDrive. The following features from CoreView have helped them significantly with these workloads:

Admin Rights Delegation

Karen Hardy Dance Studios' most-used function within CoreView— delegated administration—has enabled Conrad Murray to provide certain tasks to lower level admins and employees. This also ensures employees have access to information and functionalities specific to their roles.

Advanced Security Compliance

Privileged access and DLP reports have enabled Karen Hardy Dance Studios to hit many compliance mandates. In addition to streamlining restricted mailbox access, the dance studio was also able to perform cost-saving audits on over-allocated licenses for users who have not utilized certain workloads that correspond to their Office 365 license type.

Improved Adoption Rates

With CoreView, Conrad Murray has been able to drive particular Office 365 workloads by tracking user activities and following up with inactive users. Not only has the studio replaced its DropBox account with OneDrive, but they also deployed Skype for Business. In both cases, Conrad Murray was able to assess adoption rates and reach out to individuals who needed extra support to encourage adoption. As a result, user engagement flourished.

Future Plans

Karen Hardy Dance Studios plans to continue using the CoreView software to manage Office 365. Conrad Murray is looking forward to driving adoption of OneDrive, Skype for Business, and possibly Yammer in the near future.



Karen Hardy Dance Studios enables efficient management of Office 365 with CoreView.

Customer: **Karen Hardy Dance Studios**

Country: **England**

Users: **25**

Technology Environment **Office 365**

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