



WHITEPAPER |

Unlock the Power of Microsoft 365

The Roadmap to Agile Content

Take control of your digital workplace

ECM, or Enterprise Content Management, is a strategic approach that combines a variety of content processes, tools, and strategies to efficiently capture, manage, store, and distribute an organization's digital content. It enables secure authorized access to a variety of information types, like emails, videos, documents and images.

But Enterprise Content Management isn't just about tidying up your digital clutter; it's the key to unlocking enhanced productivity, streamlined workflows, and compliance in an increasingly competitive landscape. When used and configured correctly, your ECM can vastly improve a wide range of crucial business operations.

In this whitepaper, we delve into the key challenges of complex enterprise content, and share insights into how to keep your content agile in the long run by using the full potential of Microsoft 365.

Let's get started!

Agile content makes all the difference

The strategic importance of well-structured Enterprise Content Management cannot be overstated, especially when your company deals with large volumes of content daily. It's a way to optimize your commercial supply chains, manage contracts, streamline HR operations, or enhance administration.

The more complex your organization, the more important it is to maintain a properly configured ECM, so your content remains agile and accessible. Whether it's about being compliant with industry-specific legislation, enabling team members in several departments and locations to collaborate on projects, or focusing on overall efficiency to maintain

your competitive edge, having a firm handle on your content is crucial to keep day-to-day operations running smoothly.

As one of the most recognized household names in the game, Microsoft 365 empowers organizations across the globe to harness the power of cloud technology. Its ever-expanding array of content-focused productivity tools includes Office 365, Teams, SharePoint Online and PowerAutomate. With solutions like those at their fingertips and the right partner to lean on, your organization is fully equipped to produce, process, collaborate on and securely manage enterprise content across its entire life cycle.

The key challenges of complex enterprise content

Cloud-based ECM is big business, projected to grow worldwide at over a 30% compound annual growth rate (CAGR) in the next five years. Nevertheless, many larger organizations still use a variety of legacy systems to manage their enterprise content instead. So what's keeping them from making the switch to cloud services?

We've heard a number of different reasons over the years. Some believe the sheer amount of content their organization generates would make migrating to the cloud too time-consuming. Others are unsure how to keep up with complicated industry-specific requirements, like privacy or compliancy legislation, once they would leave behind their trusted legacy software. Below, we've lined up the five most common challenges organizations face when it comes to dealing with complex enterprise content, and the ways Microsoft 365 can help tackle them.

Content quality

Organizations that make the move to cloud services generally start out with the best intentions. After all, the new system will make everything so much easier! But although the pre-migration process involved filtering out redundant files, restructuring content, adding the proper metadata, et cetera, users will likely soon revert to their old ways. Files get duplicated, important metadata fields are left blank, new folders pop up in the wrong place... Before you know it, your pristine and meticulously structured cloud environment ends up as cluttered as your legacy systems were. Formulating a long-term strategy for content care (see sidebar below) will help you stay on top of things.

Insight

Gaining regular insight into content usage can help your organization steer clear of preventable – and often quite costly – mistakes. Generally speaking, most organizations will simply assume their content is being used correctly; they won't know otherwise until something goes spectacularly wrong. However, without access to regular and proper insights into content usage, your organization could face any number of issues, from inside information being leaked to the press to someone on your team inadvertently coming across sensitive content they shouldn't have been able to access in the first place.

Some typical indicators that you need better insight into content usage include the existence of lots of duplicate files, deep folder structures, (overly) complex access and permission constructs. Other indicators are productivity-based, like seeing large amounts of manually added and updated metadata. Regular checks on content usage, compliancy and other data points can help resolve these issues early on.

Adoption

Another important – and often neglected – aspect of migrating to a new platform like Microsoft 365 is user adoption. In other words: how do you actually use the new platform? This is especially important in the early stages and goes beyond end user training and communication in the go-live phase. It is critical

to continually track system usage in the first months after the migration. Once the transition reaches a stable phase, quarterly checks on sustained system adoption – including possible room for improvement – will suffice.

Although issues related to content findability and accessibility may be prevented with proper design, you'll still often see practical issues arise in the early stages of system adoption. Tracking system adoption indicators will help you stay on top of any potential issues.

Compliance

Taking a proactive approach to compliance will mitigate potential legal and operational risks, but can be a time-consuming task – especially for content-heavy organizations. Microsoft 365 contains automated functionalities that ensure even your archived content remains fully compliant with industry-specific rules and regulations. In addition, it can boost further compliance with privacy legislation by implementing specific user permissions. That way, you're 100% sure your sensitive content is protected from unauthorized access – an easy way to avoid complications like those mentioned above. The result: greater productivity and security across the

board. However, implementing these measures may prove a complex task, requiring a lot of insight into your current information compliancy state. Targeted insights will help you focus on the information that is at risk.

Risks

Relying on outdated information for your business operations poses a significant – and potentially very costly – risk. Even a seemingly minor mistake, like working from an outdated document version or using inaccurate data for critical decision-making, can lead to substantial negative consequences. If properly configured, Microsoft 365 can help your organization stay on top of things. Once your team has the latest, most accurate information at their fingertips, they're empowered to make informed decisions, formulate accurate strategies, and maintain a competitive edge.

What's keeping you from unlocking your content?

Schedule an online demo with one of our Insight specialists and ask all your questions.

The roadmap to agile content

In the first part of this whitepaper, we mentioned the most common challenges organizations face when it comes to successfully managing complex enterprise content. However, with the right approach, even the most complex enterprise content can be seamlessly liberated to flourish in the cloud. Let's tackle those challenges together!

STEP 1: UNLOCK

If you want to maximize your content's potential, now and in the future, you will first need an overview of what you're working with. What will it take to migrate all your content from the different legacy systems you're using now, and what does your roadmap look like? How can working with Microsoft 365 improve your content process, and what are the gaps? Now that you have a clear sense of the playing field, it's time to plan a future-proof course of action.

STEP 2: MIGRATE

Simply "lifting and shifting" your content to Microsoft 365 won't solve your issues, just move them around. For the new environment to work well, your content quality needs to be top-notch. That means there's some cleaning up to do! Once redundancies, missing metadata and other issues have been dealt with, your transformed and optimized content is migrated to the cloud.

STEP 3: ACTIVATE

Congratulations, you've successfully made the leap to cloud services! (That wasn't so bad, was it?) Once your brand-new Microsoft 365 environment is fully configured and tailored to your business needs, and your team is up to speed about the new way of working, your content process will function much more efficiently than when it was locked into your legacy systems.

STEP 4: CARE

The trick to unlocking the true power of Microsoft 365? Make ECM health a part of your day-to-day operations and strategic decision-making process. By keeping a close eye on compliancy, adoption rates and efficiency after the migration process, you can spot potential risks sooner and easily change course if necessary – saving you time as well as money.



Maximize your Microsoft 365 potential with Content Care

If you truly want to make the most out of using Microsoft 365, you need someone with the expertise to configure the system to its full potential. So let's tackle those challenges together! At Xillio, we can help you maximize your efficiency in the long run, for example by setting up automated tasks that save valuable time. We also keep an eye on the Microsoft roadmap, point out interesting future developments that might benefit your organization, and help you implement and optimize those new functionalities once they're released.

Prior to the migration itself, we analyze your content and set up specific rules to be migrated to Microsoft 365 alongside it. That way, you can be sure your organization's critical content and processes will be monitored right from the start. A user-friendly content case dashboard shows all the information you need at a glance:

- Quantitative data like platform growth
- Usage per sub-environment within Microsoft 365, including adoption indicators
- Metadata quality
- Compliancy-related insights
- Inactive users, departments and sites
- Minor and major versions
- Changes in retention labels
- File access efficiency

Our experts touch base with you throughout the year to make sure your custom insights line up with your business interests and industry-specific compliancy requirements. Unlock the full potential of your investment and take control of your digital workplace like never before.

About Xillio


These days, your organization needs to be agile to stay relevant. The same goes for your enterprise content. But where to start? After all, the more complex your enterprise content, the more daunting it seems to take the leap to cloud services.

That's where we come in. Our migration experts are ready to help you unlock your organization's full potential – every step of the way. Whether your content migration to Microsoft 365 starts from a legacy system or a more modern platform, our approach is tailored to your specific needs. Seamless, hassle-free, and 100% future-proof. **Let's liberate your content!**



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