International Tea Company Keeps its SharePoint Secure and Orderly

Twinings enhances security, productivity and business continuity using Quest® Metalogix® solutions for SharePoint migration and management.

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IS Team Member, Twinings

BUSINESS NEED

To ensure security, productivity and business continuity, Twinings needed to remediate SharePoint permissions and content sprawl and monitor user activity.

SOLUTION

With Quest Metalogix solutions, the IS team at Twinings was able to clean up their SharePoint 2010 environment and easily migrate to SharePoint 2016 when it was time to upgrade. Deep visibility into SharePoint users and permissions helps them minimize security risks and maximize user productivity, while advanced reporting and other automation saves them hours of work every month.

BENEFITS

- Improves security and compliance by providing deep visibility into SharePoint users and permissions
- Enhances user productivity and business continuity by minimizing SharePoint sprawl and workflow disruptions
- Enables secure SharePoint migrations with minimal impact to users
- Saves hours of work each month by streamlining system management and simplifying audits

SOLUTIONS AT A GLANCE

- Microsoft Platform Management

SharePoint environments are busy, complicated places, with hundreds or thousands of users coming and going, and gigabytes or even terabytes of content being created and modified every day. Keeping it organized and under control is essential for security, compliance, user productivity and business continuity — but all too often, organizations struggle to contain permissions and content sprawl and keep an eye on user activity. However, it doesn't have to be that way. With Quest® Metalogix® solutions, Twinings keeps its SharePoint environment orderly and secure, and easily migrates to a new version whenever it's time to upgrade the platform.

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PRODUCTS & SERVICES

SOFTWARE

Metalogix ControlPoint

Metalogix Content Matrix

Metalogix Expert

PROPER GOVERNANCE IS NEARLY IMPOSSIBLE WITH NATIVE SHAREPOINT TOOLS

Twinings traces its history back to 1706, when Thomas Twining bought Tom's Coffee House on London's Strand and began to share his love of tea with the world. Long renowned for tea blends like Earl Grey and English Breakfast, Twinings also sells teaware, coffee, hot chocolate and malt drinks.

Like many organizations, Twinings relies heavily on SharePoint, and over time, its SharePoint 2010 farm had accumulated a great amount of content. Five years ago, the IS team was becoming increasingly concerned about content and permissions sprawl, especially given the complexity involved in untangling SharePoint's complex permissions inheritance structure. They knew that improper permissions and orphaned accounts, in particular, posed a serious risk to both security and business continuity, since sensitive data might be improperly accessed or critical workflows might be disrupted.

Twinings wanted to make better use of its resources, so the IS team needed to do more in house. However, with only native SharePoint tools at hand, they found it very difficult to perform routine but essential governance and compliance tasks. "SharePoint is difficult to manage out of the box," explains a member of the IS team at Twinings. "You can do it, but it's really tricky and laborious. For example, it's hard to spot and remove

orphaned users, or report on exactly who has access to what." Trying to stay on top of these kinds of tasks was taking up a great deal of time, keeping the IS team from focusing on other important projects.

METALOGIX CONTROLPOINT IS A COMPREHENSIVE SHAREPOINT SOLUTION

Twinings began to look for a third-party solution to help the IS team to clean up the SharePoint environment and make it more manageable and secure. One key requirement was the ability to transfer basic management responsibilities from IS to data owners, who are in the best position to know who actually needs access to particular content, while still giving the IS team deep visibility into permissions across the farm. The IS team looked carefully at a number of tools on the market, but ultimately chose Quest Metalogix ControlPoint.

Metalogix ControlPoint delivers the comprehensive SharePoint permissions management, auditing, reporting and governance you need to ensure drive platform adoption while protecting your environment against threats. From a single console, you can clean up and manage SharePoint permissions and users across all your sites, site collections or farms. You can easily analyze all aspects of permissions, whether they are directly assigned, inherited, or granted through Active Directory or SharePoint groups, and keep a close eye on both user and admin activity. You can

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delegate control to content owners while maintaining a consistent experience across your environment by centrally controlling site theme and policies. ControlPoint even helps you spot and remove irrelevant or unused information to minimize SharePoint sprawl.

"Metalogix ControlPoint stood out as far and away the best tool for what we needed to do," says the IS team member. "It is extremely easy to use and we saw right away that it would help us get our farm organized and keep it secure. For example, it can spot orphaned user accounts in seconds, so we can remove them to reduce the risk that they will be misused or interfere with important business workflows."

EASIER SHAREPOINT ADMINISTRATION WITH METALOGIX CONTROLPOINT

With Metalogix ControlPoint, Twinings has been able to clean up its SharePoint environment and streamline a wide range of SharePoint management tasks. "With Metalogix ControlPoint, we get deep visibility into our SharePoint farm without having to write PowerShell scripts or use other laborious methods to collect data, so the administrative burden has become a lot lighter," notes the IS team member. "In fact, it saves us several hours a month in system management alone. On top of that, it saves us a great deal of time during audits, because we don't have to run around searching for information."

Even more important, the Quest solution has enabled Twinings to dramatically improve security. "We have been able to set up governance policies and proactively report on permissions and user activity," says the IS team member. "Before, it was nearly impossible to know what was going on in SharePoint, but now ControlPoint automatically runs a report that shows us exactly what happened during the past week."

FASTER SHAREPOINT MIGRATION WITH METALOGIX CONTENT MATRIX

With years of success with ControlPoint under its belt, when it came time for Twinings to upgrade from SharePoint 2010 to SharePoint 2016, it was only natural that the IS team looked to Quest

for a migration tool. They started with Metalogix Expert, a free analysis tool that delivers the insight needed to plan a successful SharePoint migration. "Metalogix Expert delivered a lot of value for us," recalls the IS team member. "It gave easy-to-understand reports on our sites that provided useful details about what that site contained and what elements within it we would need to address as part of the migration."

With that understanding of its environment and the existing relationship with Metalogix in place, Metalogix Content Matrix was the clear choice. The industry's most powerful SharePoint and Office 365 migration solution, Content Matrix enables you to migrate significant amounts of content from your legacy SharePoint environment to a new SharePoint version in one hop. It will help you develop a comprehensive plan that identifies potential risks, and then move metadata, customizations, workflows, permissions, information architecture and more, all with minimal downtime.

Moreover, Content Matrix is surprisingly easy to use. "With just a little bit of training on Content Matrix, we were able do the migrations ourselves," notes the IS team member. "I think that's a great testament to the way the solution was developed." With Content Matrix, the team was able to complete the migration with no downtime and minimal impact on the business.

GREAT PRODUCTS STILL NEED GREAT SUPPORT

The IS team at Twinings praises the support they have received for all the Metalogix solutions they've used. "We got a lot of value from the Quest training portal, including the knowledgebase articles and videos we could call up whenever we needed to. And the Quest support team have always been willing to go the extra mile to make sure we solved any issues we encountered."

In fact, the team got so much value from Quest support that when no budget was allocated to continue the contract last year, they convinced management to reconsider: "We pitched that the support was fantastic when we needed it, and that we're going to need it in the future as well. We felt that it would be a mistake

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not to pay for that support when we've had such a good experience from it. And everyone accepted that it made sense to continue the support contract."

GETTING EVEN MORE VALUE IN THE FUTURE

Twinings is eager to do even more with its Quest Metalogix investments. "We haven't really used ControlPoint to its maximum potential, and we're working on more robust plans to leverage it," says the IS team member. "We're going to do some additional exploration of our farm and set up more governance policies around issues that we're likely to be audited on. Since we'll be able to report on them using the tool, we'll be able to demonstrate that we've

put the right policies in place and that we're enforcing them. We'll also be using Content Matrix to migrate to SharePoint Online at some point. We expect to get even more value from the Quest Metalogix tools in the future."

ABOUT QUEST

Quest provides software solutions for the rapidly changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid data centers, security threats and regulatory requirements. Our portfolio includes solutions for database management, data protection, unified endpoint management, identity and access management, and Microsoft platform management.

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