

Successful Modern Workplace Journey with Governance

Turning governance complexity into a strategic advantage for Austria's business backbone.



At a glance

Wirtschaftskammer Österreich (WKO) represents the interests of Austrian businesses both nationally and internationally. With mandatory membership for all businesses in Austria, WKO ensures equal opportunities, economic stability, and legal certainty. It provides services such as legal advice, training, and negotiation of over 450 collective agreements.

WKO Inhouse GmbH, the internal service provider, supports the organization with IT, media, and funding services. Though not market-facing, its 300 employees play a critical role in enabling WKO's operations.

Industry
Government agency

M365 users
5000+

Region
Austria

The Challenges Faced

WKO's IT transformation began in 2019 with the creation of a Microsoft 365 Competence Center. The onset of the COVID-19 pandemic accelerated the rollout of Microsoft Teams, initially governed by a custom-built PowerShell-based solution.

However, as adoption grew, so did the complexity:

- Lifecycle Management**
Teams and SharePoint resources lacked clear provisioning and deprovisioning processes, leading to clutter and inefficiencies.
- Orphaned Resources**
Unmanaged Teams and SharePoint sites without owners posed security and compliance risks.
- Scalability Issues**
The PowerShell solution ballooned to over 6,000 lines of code, becoming unsustainable for long-term governance.

The Solution

Faced with mounting governance complexity and an unsustainable custom-built solution, WKO Inhouse GmbH IT team made the strategic decision to evaluate third-party governance platforms. Microsoft-native tools were ruled out early due to limitations in flexibility and compliance alignment.

After a thorough evaluation of leading providers, WKO selected Rencore Governance. The decision was driven by several factors: the platform's strong alignment with WKO's internal use cases, its responsiveness to customer feedback, and its compliance with European data protection standards. Positive references from existing Rencore customers further reinforced the choice.

Implementation and Results

Rather than opting for a disruptive "big bang" rollout, WKO Inhouse GmbH chose a phased implementation approach. This allowed the IT team to maintain stability while gradually introducing governance automation across the organization.

Despite internal staffing challenges, the onboarding process was smooth and well-supported by Rencore's customer success team. The platform was quickly integrated into WKO's existing infrastructure, enabling the team

- Custom dashboards**
provided centralized visibility into governance posture.
- Compliance policies**
were tailored to meet internal and regulatory standards.
- License optimization**
helped reduce costs and improve resource allocation.
- Automation workflows**
such as converting public Teams to private, streamlined operations.

This measured approach ensured high user acceptance and minimized disruption.

Quick Wins

The impact of Rencore Governance was felt almost immediately. Within weeks, WKO Inhouse GmbH IT team reported significant improvements in operational clarity and efficiency.

One of the most notable benefits was the "single pane of glass" view into their Microsoft 365 environment. This centralized visibility allowed the team to identify and prioritize governance issues with confidence.

Additionally, Rencore's broad service coverage meant that governance policies could be applied consistently across Teams, SharePoint, OneDrive, and other M365 services, eliminating silos and improving overall coherence.

Perhaps most importantly, the platform's scalability ensured that WKO's governance strategy could evolve alongside its broader IT roadmap, making it futureproof against both internal growth and external regulatory changes.

Long-Term Impact

Governance at WKO has shifted from a reactive, manual process to a proactive, automated discipline. The organization now treats governance as a continuous journey, one that supports both operational excellence and strategic agility.

Rencore Governance plays a central role in addressing everyday challenges such as:

- Cost and license optimization**
- Lifecycle management of collaboration resources**
- Security and audit readiness**
- User offboarding and provisioning**
- Decluttering and resource ownership**

“The best governance goes unnoticed – until it's missing.

MICHAEL KRISTEN

Head of Modern Workplace, WKO Inhouse GmbH

This transformation has also positioned WKO to confidently face regular audits, knowing that its digital workplace is secure, compliant, and well-managed.

What the Future Holds

Looking ahead, WKO plans to deepen its governance automation and explore integrations with emerging AI tools such as Copilot and Copilot Studio. While current adoption of these tools is limited, the organization is optimistic about future enhancements.

The roadmap includes:

- Expanding governance coverage to Power Platform, Planner, and Intune**
- Leveraging Azure Secure Score for proactive security insights**
- Ensuring seamless integration with Rencore's evolving capabilities**

These initiatives will further strengthen WKO Inhouse GmbH position as a digitally mature organization, capable of adapting to technological change while maintaining operational integrity.

Conclusion

WKO's journey with Rencore Governance is a testament to the power of strategic transformation. By replacing a fragile, manual solution with a scalable governance platform, WKO has not only improved its internal operations but also laid the foundation for long-term success.

This transformation benefits not just WKO and its regional chambers, but ultimately the entire Austrian business community, ensuring that the backbone of the economy is supported by a secure, efficient, and future-ready digital workplace.

Are you also interested in stream-lining your governance processes?

Reach out! No matter if you're an ISV, Consultancy, Managed Service Provider, or in-house SharePoint dev team – visit www.rencore.com today or drop us a line on sales@rencore.com to see how we can help you.

