A Modernization win!

Saving time, money and mitigating risks are just some reasons why our customers choose Rencore. Through incorporating the Rencore Platform, they can set up SharePoint environments that are highly tailored, secure, future-proof and performant. This allows our client to be extra confident of their systems and processes as they protect their SharePoint investment and company reputation – today and in the future.

We are privileged that our customer shared information about how the Rencore partnership has improved their business. Using the Rencore Platform, platform owners and administrators can automate some of the most time-consuming tasks in their day-to-day work and maintain a quality standard for deployed customizations from both internal devs and third parties.

The challenges faced

Ever since their founding, our customer has focused on delivering the highest performance, security, and quality standards in their tools to build a corporate identity. To help them achieve this, they have incorporated Microsoft SharePoint and Office 365 to handle internal content.

Over the years, they extended their SharePoint environment to meet business needs by incorporating a wide spectrum of SharePoint applications including coded, low code and no code applications. These vary from high complexity inventory control systems to smaller forms & workflows. Consequently, with such an extensive SharePoint environment, an increase in support tickets was experienced due to system downtime, system instability, and user issues. After root cause analysis, it was discovered that some customized solutions were causing most of the system stability issues. After several code revisions and emergency deployments, they needed a new approach to SharePoint customizations.

At the time of writing, our customer is actively migrating from SharePoint 2010 to a SharePoint Online and SharePoint 2016 hybrid solution. Therefore, SharePoint application longevity and adaptability to a newer technology was also in the minds of the decision makers.

Solution

Attending one of Rencore's monthly webinars, a senior developer learned about the analysis and monitoring capabilities of the Rencore Platform and informed the Enterprise SharePoint Program Manager who instantly recognized the benefit that such a tool would have on extending SharePoint.

Company history

Our customer employs more than 100,000 people worldwide. The Fortune 150 company regularly achieves over $20 billion in revenue per year. Focusing on automation, commercial and residential solutions, they tackle the challenges that arise from an ever-changing market place. They lead from a position of strength driving value as a trusted partner for their customers.

About Rencore

Rencore provides award-winning software and services essential to SharePoint and Office 365. We help organizations stay in control of the growth of their collaboration environments by providing insights, and actionable advice.

With this in mind, the Rencore Platform was immediately put into play to act as a quality gate before any new deployments were made. Just as importantly, the development team was also able to run it throughout the development process. Downtime, along with the errors associated with customizations, stopped immediately.

Furthermore, the Enterprise SharePoint Program Manager was quickly able to confirm the system and user issue root causes. Using Rencore's extensive and comprehensive discovery capabilities, he was able to pinpoint the exact problems for the developers and business owners to solve.

Results

Our customer has saved approximately 60 developer and administrative hours per month. The saved time on tasks includes code reviews, meetings, reactive management, and repeat deployments. By simply introducing the Rencore Platform, they were able to automate much of their SharePoint custom application change management, governance, and risk management.

Consequently, due to the automation the Rencore Platform provides, administrators are free to focus on strategy instead of being bogged down with identifying application issues. The organization were also able to shift an open requisition from SharePoint to another technology within IT.

Furthermore, with the upcoming migration in mind, staff were also able to gradually discover customizations and applications that are reliant on legacy technology and replace them with modern alternatives. In the process, they were able to identify more than 100 InfoPath Forms and replace them with a more future-proof solution.

In closing

By incorporating a tool that assisted in automating the analysis and monitoring of their SharePoint environment, our customer was able to greatly improve IT infrastructure and business processes regarding Security, Modernity, Performance, and ROI. Moreover, by incorporating the Rencore Platform, both internal and contractor developers could adhere development standards easier, giving system administrators the chance to focus on more strategic aspects of their roles. What followed was a transition from survival mode, patching only when necessary, focusing on keeping the system stable, to a healthy state-of-the-art SharePoint environment that allows scope for further improving business processes.

Do you want to stay in control of your SharePoint and Office 365?

Rencore offers automated solutions to discover, understand and act on vulnerabilities and modernization blockers.

Reach out! Visit **www.rencore.com** today or drop us a line on **sales@rencore.com** to see how we can help you.