



D'leteren Auto Virtualizes Monolithic O365 Environment into 35 Virtual Tenants

D'leteren Auto Case Study



SaaS, Mastered.

D'leteren Auto

D'leteren Auto, founded in 1805, imports and distributes the vehicles of Volkswagen, Audi, SEAT, Škoda, Bentley, Lamborghini, Bugatti and Porsche across Belgium, along with spare parts and accessories. In addition to Belgian vehicle distribution, D'leteren Auto provides after sales services through its Corporately-owned dealerships.

4,500 users split into 35 Virtual Tenants

1,500 additional users added soon,
along with new Virtual Tenants



Giovanni Palmieri
Chief Information Officer
D'leteren Auto

Highlights

CLIENT

D'Ieteren Auto, Brussels, Belgium



SITUATION

Had 4,500 users from dozens of different companies move to Office 365. Needed to perfect account management, and at the same time insure autonomy of business units and partners, including 200 car dealerships.

CHALLENGE

Turning monolithic single O365 environment into 35 (and counting) Virtual Tenants for autonomy, independence, and administrative efficiency.

SOLUTION

CoreView O365 Virtual Tenant creation and management solution.

RESULTS

D'Ieteren has 35 Virtual Tenants handling 4,500 users.

The Customer

The largest automotive distributor in Belgium, D'leteren currently has over 200 independent car dealers who all migrated to Office 365 within 1 tenant.

The Situation

D'leteren moved some 4,500 people to Office 365, but needed a better way to manage and organize its tenant.

The Challenge

Give 4,500 users good O365 support, while maintaining the autonomy of its 200 car dealers and other units.

The Results

It was very important for D'leteren to split the tenant into one for each car dealer and making sure that they cannot see each other's environment. D'leteren also adopted the CoreView CoreFlow module on top of this to improve efficiency.

CoreView worked closely with local partner Realdolmen (GFI) who will be providing the services for this customer.

The Challenge

D'leteren Auto needed the control of a centralized SaaS management solution, with the autonomy the independence their dealers and partner require. "Businesses no longer live alone on an island. Monolithic centralized management is no longer an option today," said Giovanni Palmieri, CIO, D'leteren Auto. "A company such as D'leteren Auto has many interactions with its partners such as its network of independent dealers. An optimal and pragmatic management of a Tenant O365 is therefore essential. Ensure harmonization of account management (users, mailboxes, access, applications), security policy, traceability, availability, responsiveness, etc. is critical. However, it is also essential to guarantee the autonomy of the management of partners, legal entities not dependent on D'leteren Auto. There is a paradox here between harmonization, rationalization and autonomy of management."

The company initially opted for a managed model of administration, which was not optimum. "We started out with a full managed solution, but as we talk about autonomous entities even the strictest SLA was not reactive enough in some cases," Palmieri said. "We had an outsourced Service Desk that handled requests asynchronously (ticket management). The lack of authorization delegation made the process cumbersome, slow and unfriendly to users and managers."

The Solution

D'leteren Auto looked at a range of answers before deciding on CoreView. "We did some research on the market for available solutions and consulted O365 experts of Microsoft. They pointed out a number of solutions and after a thorough evaluation, Coreview was the best match for the job," Palmieri said.

CoreView transformed how the D'leteren tenant is organized. "Today, we manage around 4,500 users in the solution, split into 35 vTenants (Virtual Tenants for each "legal/official entity" in one physical tenant). Another 1.500 will be added soon, as well as a number of vTenants," Palmieri said. "We found a good balance between a complex managed O365 environment and a Self managed model. The latter of course for a subset of functions and a restricted number of Key Admins."

The Results

Lowering support costs and improving responsiveness is a key benefit. "One of the anticipated impacts for the near future is a lowering in Service Desk tickets (and thus costs), as our Key Admins can manage part of the O365 solution themselves. Another benefit is transparency, they can see what exists, what is used, etc," Palmieri said.

The results included ease of administration and a satisfied IT team. "As we looked at different alternatives, one thing we noticed was the intuitive and consistent interface in Coreview. Yes, other products offered more complex operations and had fancy screens, but I got started in Coreview and after a few hours, I was comfortable with it. So, small learning curve," Palmieri argued. "One of our Commercial Groups tested the product during a one month period to see if this was a help or a burden... He came back very enthusiastic..."



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