

HOW TO MAXIMIZE
MICROSOFT OFFICE 365
EFFICIENCY & POTENTIAL
WITH **EDH TECHNOLOGY**



ACHIVE ONE
SINGLE CONTENT
HUB WITHOUT DATA
MIGRATION

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INTRODUCTION

Microsoft Office 365, is undoubtedly one of the most popular SaaS applications, used by businesses of all sizes and in all industries, all around the world.

The popularity of Office 365 is well-confirmed by the following statistics:



1 in 5 employees now use an Office 365 cloud service.



Office 365 is the most widely used cloud service by user count. ⁽¹⁾



MICROSOFT OFFICE 365 PACKAGES A SUITE OF POPULAR & FAMILIAR OFFICE PRODUCTIVITY TOOLS

⁽¹⁾ <https://blog.goptg.com/microsoft-office-365-statistics>

There are **155 million** monthly active business users of Office 365.⁽²⁾

"Microsoft's dominance at the top of the **20 most-desired software skills** is fueled by the ongoing popularity of Share Point, Excel, Outlook and PowerPoint.

The products are mentioned collectively in **35.4% of job listings**."⁽³⁾

Today, with **EDH Technology** you can easily **control and manage** all Microsoft systems from a simple and organized dashboard. **This is possible without data migration through API.**

Imagine the benefit of having all your data at your fingertip in **one centralized hub!**



**EMPOWER
EMPLOYEES**



**OPTIMIZE
THEIR
OPERATION**



**ENGAGE
CUSTOMERS
MORE
EFFECTIVELY**



**MAXIMIZE
PRODUCTIVITY
&
EFFICIENCY**

01

WHAT HOLDS ORGANIZATIONS BACK FROM TAKING FULL ADVANTAGE OF OFFICE 365?

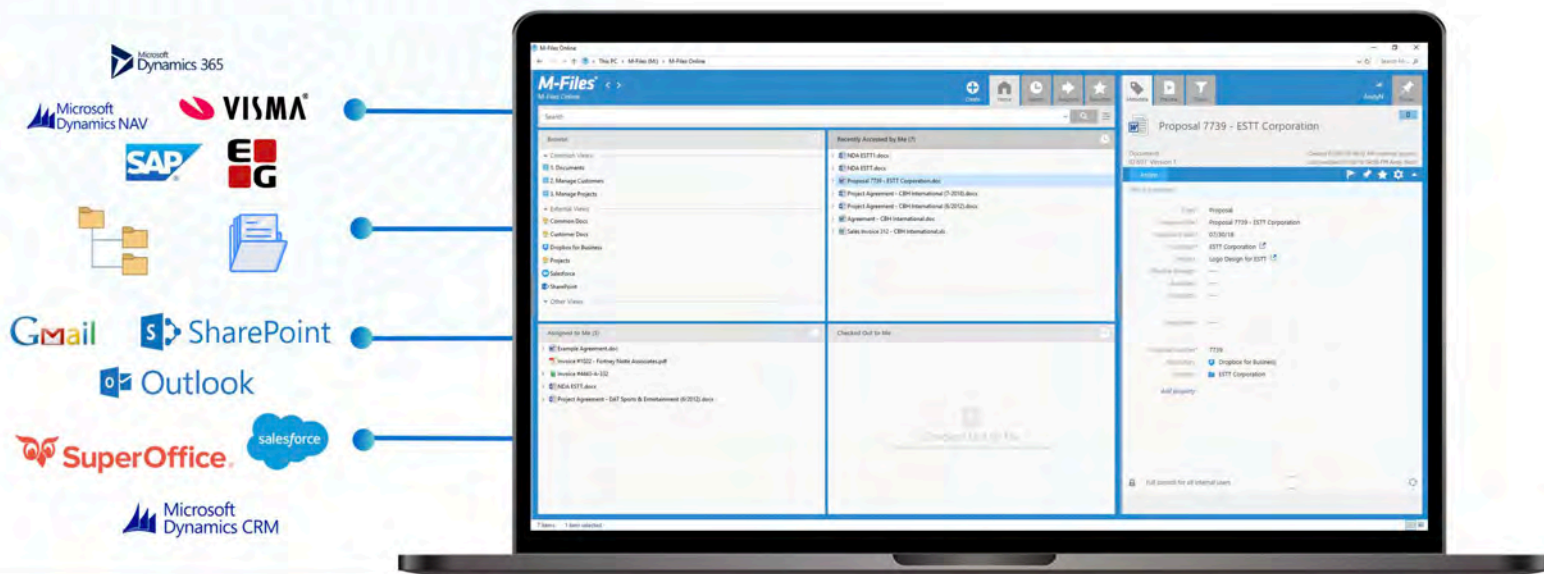
Working with Office 365 is, however, not always so straightforward. As with any change of processes and ways of working, there are always challenges, interrupted flows, difficulty in managing data, etc...



How do we effectively use the entire Office 365 suite?
Can we improve and automate the communication between Outlook and SharePoint - so attachments are saved and managed automatically?

How can we benefit from the capabilities of apps that differ from those on-premises? For example, how do we leverage SharePoint Online communication and hub sites that aren't available on-premises?
How much time do we spend navigating between systems?

How do we best manage collaboration with external users and share files safely and easy?⁽⁴⁾



55%

Like with any software, user adoption is the key to reaching the desired objectives and benefits. And this is one of the key challenges businesses face when implementing and working with Office 365.

55% OF BUSINESSES SAY THAT THE BIGGEST ONGOING ISSUE FOR OFFICE 365 IS PERSUADING USERS TO MANAGE AND SHARE CONTENT IN OFFICE 365 AND NOT ELSEWHERE.

Overcoming this issue would allow businesses to take the full benefit of Office 365.

Working in Share Point for example can be challenging. Employees tend to keep working the way they have always been working. When new changes occur, or modifications in the process flows - the time to manage and keep data structured increases - while up to 20 % of the company files are lost every year and 10% always at risk due to inefficient document management.

“

TO EFFICIENTLY MANAGE ALL INFORMATION — BOTH STRUCTURED AND UNSTRUCTURED — BUSINESSES NEED SOLUTIONS THAT CAN PROVIDE A VIEW TO ALL INFORMATION, REGARDLESS OF ITS ORIGIN OR FORMAT.

90%

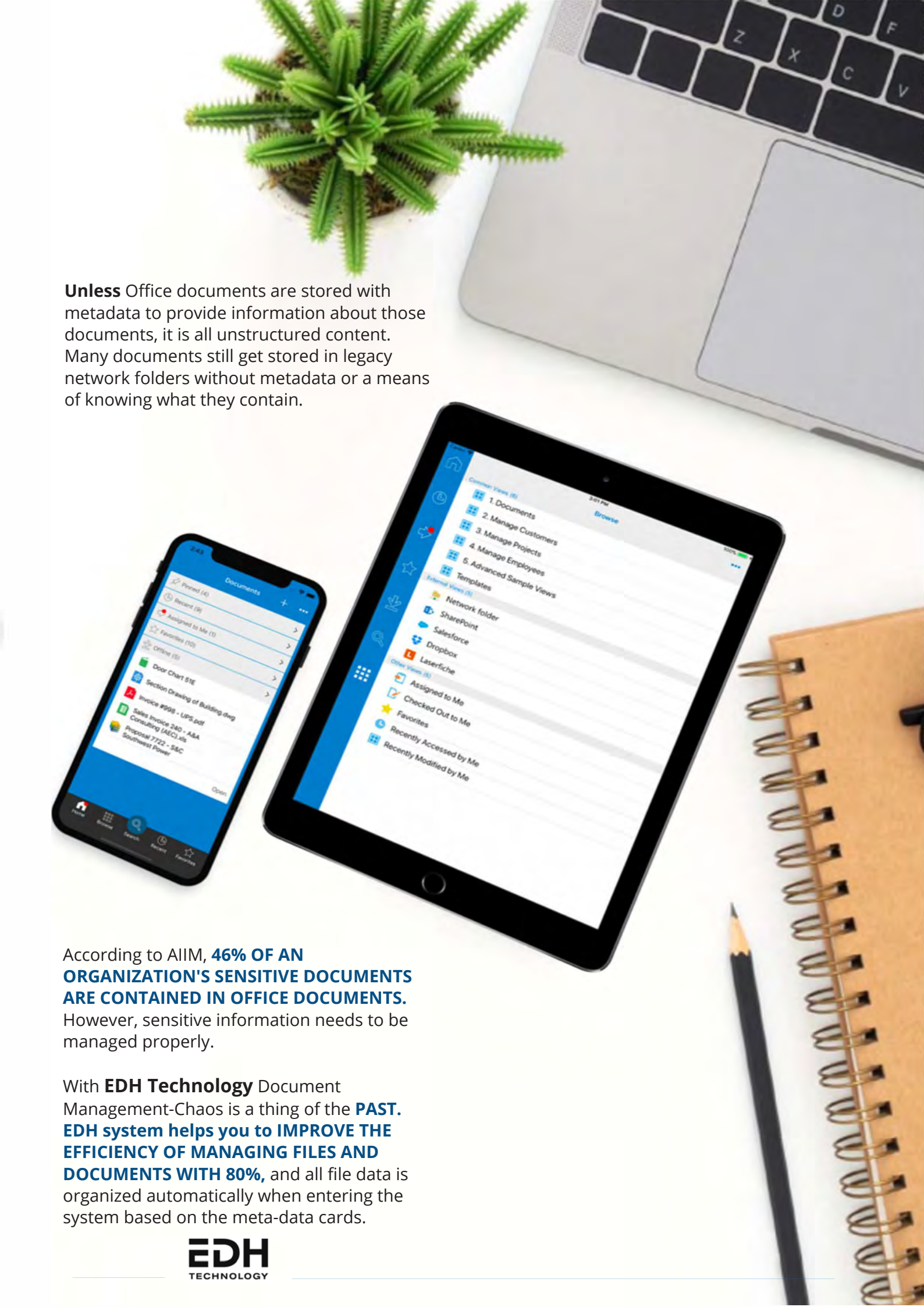
OF ALL DATA IS UNSTRUCTURED.

The current reality in businesses is that they still store information in at least **FOUR DISCONNECTED DATA REPOSITORIES**.⁽⁶⁾ Additionally, a lot of information resides outside those repositories. Managing unstructured data is especially challenging. It is often estimated that as much as **90% OF ALL DATA IS UNSTRUCTURED**.⁽⁷⁾

The integration of structured data stored in business systems like ERP and CRM, and related unstructured data stored in documents and different files is critical for digitizing the operations and workflows. **WHICH MAKES EDH Technology CENTRALIZED SYSTEM IDEAL WHEN INTEGRATED WITH ALL COMPANY SYSTEMS.**

⁽⁶⁾M-Files: 2019 Intelligent Information Management Benchmark Report

⁽⁷⁾www.ibmbigdatahub.com/blog/do-not-ignore-structured-data-big-data-analytics 5



Unless Office documents are stored with metadata to provide information about those documents, it is all unstructured content. Many documents still get stored in legacy network folders without metadata or a means of knowing what they contain.


According to AIIM, **46% OF AN ORGANIZATION'S SENSITIVE DOCUMENTS ARE CONTAINED IN OFFICE DOCUMENTS.**

However, sensitive information needs to be managed properly.

With **EDH Technology** Document Management-Chaos is a thing of the **PAST**. **EDH system helps you to IMPROVE THE EFFICIENCY OF MANAGING FILES AND DOCUMENTS WITH 80%**, and all file data is organized automatically when entering the system based on the meta-data cards.

TRUSTING THE CLOUD

Often, businesses view the cloud as a less reliable option than their own datacenters. Furthermore, Office 365 is physically hosted in Microsoft datacenters. This, in some cases, causes companies to opt for hybrid deployments to benefit from cloud collaboration capabilities while keeping control over the on-premises deployment.⁽⁹⁾



WHY OFFICE 365 IS A WINNER

Regardless of the challenges companies face in getting their employees to actually embrace all the benefits of Office 365, it is still a package that keeps on winning new customers... And rightly so.

The large user base is an excellent foundation for further investment and attention from Microsoft towards the development of Office 365. This will help businesses to maximize their return on investment.

Furthermore, Office 365 is an excellent tool for collaboration. Daily tools like Teams and Yammer help employees work together in a casual, easy way. There are now 500,000 businesses using Microsoft Teams, including 91% of the Fortune 100 ⁽¹⁰⁾. At Ignite 2018, Microsoft said that **TEAMS USAGE HAS GROWN FASTER THAN ANY OTHER MICROSOFT APPLICATION, EVER**



The Teams platform allows businesses to collaborate and maintain healthy conversation across the organization. Meanwhile, the SharePoint environment offers a platform for projects and teams to collaborate on specific documents, as it allows individuals within a team to work on the same document and then share those documents seamlessly through the cloud.

In addition to the benefits all know, **EDH** can help you take everything one step further and **Connect all data** in one easy to use centralized system.

This will allow you to **manage share and save documents from Share Point, Outlook to your Teams** in a few clicks and from one single view. Handle permissions efficiently, and work with one of the best version control system.

EDH allows you to find, access, edit and manage all your content in various applications, systems and databases through the Microsoft Teams user interface, making daily document management in Teams much easier.

"With EDH you can view and manage content from multiple Team Channels, Share Point, and Shared Network folders in one view to facilitate daily work."

02

MAXIMIZE YOUR INVESTMENT IN OFFICE 365

Connect all your systems and projects in one place

Do it your way and use it from all devices in one centralized dashboard.

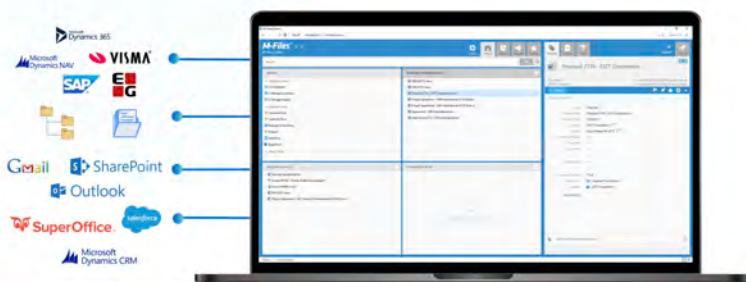
- Integration with SharePoint
- Integration with Outlook
- Integration with MS Teams
- Integration with Salesforce
- Integration with Google Gsuite
- Plugin for Microsoft Dynamics CRM

The EDH Technology solution is built on three cornerstones: **IT'S MMETADATA-BASED, SYSTEM-NEUTRAL AND INTELLIGENT**

This means you can manage data and documents based on what they are and not where they are stored.

See automatic information in the right context, no matter what system it is archived in. No need to worry about data migration - do not move content, but leave it where it is and access it immediately.

1 SYSTEM CONNECTS ALL



According to feedback from our customers, there are five main challenges they face with Office 365 implementations.

01

Managing document permissions in Teams and SharePoint

02

Archiving sites and documents

03

Managing content stored outside of Office 365 repositories

04

Manage files and documents attached in emails

05

Figuring out where to save information — which folder



85%

OF MIGRATED DATA IS REDUNDANT,
OUTDATED, TRIVIAL (ROT)

PERMISSIONS MADE EASY

With EDH, user and access rights are role-based and managed with metadata. [Information view-ability and edit-ability are based on automatic permissions](#). Documents are shown in multiple sites and channels based on their metadata — by customer, by case, by document type, etc. — & the view can look different for different users.

EASY AUTOMATED ARCHIVING

EDH can automate archiving with automatic metadata suggestions. Artificial intelligence, machine learning, and content analytics-based technologies will run in the background and the user will only see relevant suggestions. This way, archival is faster and [HUMAN ERRORS ARE MINIMIZED](#).

ELIMINATE THE PAIN OF MIGRATION

There is [no need for heavy migration](#) projects as all information is available regardless of where it is stored. [You can find, access and manage documents in all connected systems and repositories from day one](#). Migrate relevant, business-critical information gradually when needed.

AUTOMATIC WORKFLOWS & PROCESSES

EDH system metadata can also be used to [automate document workflows and business processes](#). The workflows will automatically suggest what needs to be done next so that users need not worry about approvals, version control, or archival of material.

ONE VIEW ACROSS ALL OFFICE 365 SITES & SOLUTIONS

EDH allows users to view all content stored in different Teams and SharePoint sites, or in Outlook in a [single view](#) — no need to worry where information is stored, as it is automatically updated in the single view, and in its original storage location.

EDH system makes Office 365 the single point of access to all enterprise data. You can access all related content from other applications, systems and repositories from the familiar Office 365 view.



EDH TECHNOLOGY MAKES OFFICE 365 THE SINGLE POINT OF ACCESS TO ALL ENTERPRISE DATA.

WITH EDH, YOU CAN IMPROVE YOUR OFFICE 365 RETURN ON INVESTMENT:

Quick implementation by providing immediate access to the data employees need without a massive data migration investment

Automate the tagging of metadata with **AI** and content analytics

Provide a cloud-ready platform that easily connects your cloud-based collaboration with on-premises implementations

Simplify daily work, as all related content from other systems and repositories is available in the same, familiar view

Enable new use cases with ready-made solution templates

Extend and automate document management with workflows and processes



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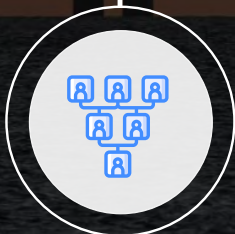
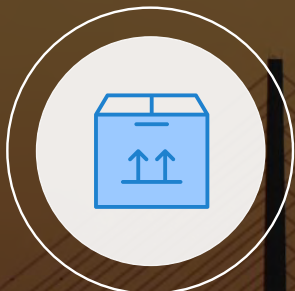
BRIDGE THE GAP

BETWEEN STRUCTURED & UNSTRUCTURED INFORMATION

EDH system provides connectors to familiar business applications, such as ERP and CRM. The platform connects to Microsoft Dynamics, Salesforce, SAP, and SQL Server, for example.

The information stored in these structured databases related to documents and other unstructured content can be integrated into one view, allowing you a 360-degree view of your business.

ERP



CRM



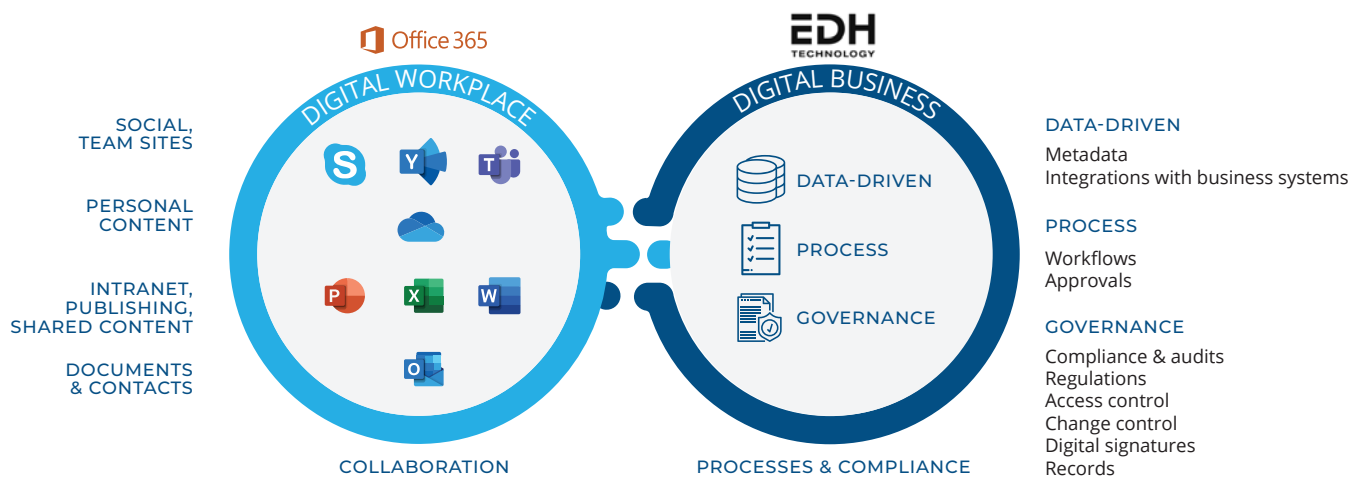
BOOST DIGITAL TRANSFORMATION WITH EDH TECHNOLOGY

Digitalization is a driver for change. Automating business processes is a key step in progressing from the digital workplace to digital business.

To move towards digital business and more automated processes, you must utilize a data-driven approach. You'll need to combine structured and unstructured data sources, and access all content via a single UI across all device access points — desktop, web, or a mobile device.

Adding artificial intelligence to identify business-critical records from clutter, and to automate workflows will help comply with regulations. And finally, solution templates will help automate more business processes.

TAKE THE BEST OF BOTH:



UTILIZE THE FULL POTENTIAL OF THE MICROSOFT PLATFORM WITH EDH

EDH system is fully integrated with **Microsoft platforms** from infrastructure and identity management to user interfaces and integrations.



USER INTERFACES

Outlook
SharePoint
Teams



INTEGRATIONS

Office and Office
SharePoint
(Outlook, Word,
Excel, PowerPoint)



IDENTITY MANAGEMENT

Single sign-on
(Azure AD)
Azure Information
Protection



INFRASTRUCTURE

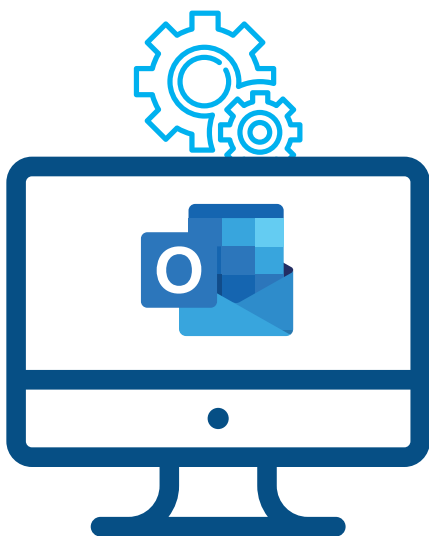
Cloud Service (Azure)
On-premises
(Windows Server,
SQL Server)

WORK EASILY WITH OFFICE APPLICATIONS

HOW EDH DOCUMENT MANAGEMENT SOLUTION ENSURES EFFICIENCY IN YOUR BUSINESS

The deep integration of Office tools and EDH system makes it easy to access and edit documents. You can save documents to EDH directly from your Office applications — Word, Excel and PowerPoint. And, vice versa, you can find, access and edit your Office documents directly from the EDH system user interface.

EDH additionally offers real-time co-authoring using Microsoft Office applications on EDH system desktop or EDH web interface. You can collaborate with colleagues and simultaneously edit or work on the same document. The document is saved automatically, and all users see changes in real time. The document can be stored in EDH system, with inherited security controls.



USE OUTLOOK AS YOUR PRIMARY TOOL

EDH system allows you to save Outlook messages and file attachments directly to EDH system with one click, adding metadata so that the information is easily accessible. You can also use the Outlook user interface to access data stored in EDH, making Outlook your primary daily tool for document management.

You can connect email and file attachments with other documents and business data, adding the benefit of intelligent information management to Outlook content and file attachments.



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BUILD ON YOUR AZURE INVESTMENT

EDH system cloud implementations run in the secure Azure Cloud. You benefit from quick time to production and the endless scalability of Azure cloud, as well as the geographically distributed data centers that provide fast service in all continents.

When you choose EDH, you can choose your preferred implementation — either in the cloud, on premises, or as a hybrid solution. The choice is always yours, so you can benefit from the ease of collaboration in the cloud, and if necessary, keep selected records on premises.

EDH system utilizes single sign-on with Azure AD. Microsoft Azure AD provides the basis for a people-centric IT solution that empowers users and allows them to work on the device of their choice with consistent access to corporate resources.

EDH lets you provision users via Azure AD so that you can centralize identity management between EDH and Office 365. File visibility is based on access rights of the employee. The Azure AD-based provisioning also allows you to leverage advanced security features in Azure AD, such as multi-factor authentication.

You can automate access control with metadata-driven permissions to improve user management and access control.



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THE 3 BIG QUESTIONS

At the beginning of this eBook, we introduced three questions businesses need to answer to achieve full potential of their investment on Microsoft 365.

THE EDH ANSWER

How do we effectively use the entire Office 365 suite?

EDH allows you to connect all your separate Teams and SharePoint sites, as well as Outlook content into one single view.

How can we benefit from the capabilities of apps that differ from those on-premises? For example, how do we leverage SharePoint Online communication and hub sites that aren't available on-premises?

EDH effectively connects your cloud and on-premises repositories, providing one integrated view to all content.

How do we best manage collaboration with external users?

EDH provides an easy way to allow access to partners or customers. When necessary, you can add external users to your directory.

Or, when collaborating less frequently, you can utilize the EDH External Link functionality that allows you to share a link to a selected file to anyone without access to EDH.

EDH lets you boost use of Office 365. It renders everyday work easier by integrating data silos and transforming Office 365 into a single point of access to all enterprise data. The added automation of metadata, workflows and business processes helps you digitalize your business and improve compliance.



**INTEGRATE DATA SILOS
AND BOOST THE USE OF
MICROSOFT OFFICE
ONLINE WITH
EDH TECHNOLOGY**



Connect all
repositories



Manage files located
in any other system
within SharePoint



Operate daily information
management within a
single view



Easily edit documents
with a full Microsoft
Online integration



Improve compliance



Manage document
versions & keep
audit trails easily



Improve governance



ABOUT EDH TECHNOLOGY

EDH Technology provides a next-generation intelligent information management platform that improves business performance by helping people find and use information more effectively. Unlike traditional enterprise content management (ECM) systems or content services platforms, **EDH Technology** unifies systems, data and content across the organization without disturbing existing systems and processes or requiring data migration. Using artificial intelligence (AI) technologies in its unique Intelligent Metadata Layer, **EDH** breaks down silos by delivering an in-context experience for accessing and leveraging information that resides in any system and repository, including network folders, SharePoint, file sharing services, ECM systems, CRM, ERP and other business systems and repositories. **More than 300 companies in Denmark** use **EDH Technology system** for managing their business information and processes.

For more information, visit www.edh-tech.dk.

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