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BBU GmbH — Federal Agency for Reception and Support Services

CASE STUDY

BBU gives employees a secure, modern workplace experience

The new organization gets off to a quick start with a cloud-first strategy on the Microsoft platform

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Business situation
Building an IT environment from the ground up

BBU was formed in 2020 by the Austrian Federal Ministry of Internal Affairs to provide support – including legal, social and medical services – to asylum seekers who have migrated to Austria. As a new entity, the organization needed to start from scratch; it didn't have legacy systems, devices, or a roadmap to build its infrastructure. What it had was a hard deadline to get started. With over 700 employees coming from six different merged organizations and only six months before its launch date, BBU wanted its IT infrastructure to be built in the cloud for speed, scalability and security.

To achieve this, Helmut Schindlwick – BBU's CIO – designed the new greenfield infrastructure around four core IT principles:

1. Cloud-first
2. Security and compliance
3. Once only
4. Digital automation

"Due to time constraints, and because we have 28 branches across Austria, we wanted to use as little local infrastructure as possible," explains Schindlwick. "In fact, the whole business is operated using LTE connectivity. Besides the LTE router and printer, no other on-premises infrastructure is needed. Things like telephone systems and facsimile transmissions have been digitalized and are available at the fingertips of every employee on every BBU device."

While BBU had investigated several options, the organization needed the help of a trusted technology adviser, as it lacked the in-house expertise and resources to build a complete strategy and implement the solutions itself. It knew the starting point: to provide employees with a modern workplace experience for seamless collaboration and productivity. With this requirement in place, BBU partnered with Avanade and began building its new cloud environment from the ground up.

Solution
Implementing multiple systems at once

Our engagement kicked off with a series of workshops to help define BBU's IT roadmap using a minimum viable product, or "MVP", approach to get the solutions launched as quickly as possible. Microsoft 365 was chosen as the preferred workplace platform.

> "We chose the Microsoft stack because it was the best fit for our core IT principles," says Schindlwick. "Its out-of-the-box features allowed us to speed up the implementation and also secure our data and user identities. Due to the ongoing pandemic, the scarcity of hardware and the short timeline we were working with, that was the way to go."

Specifically, the organization selected Microsoft 365's E5 license, which offers increased security features, including multi-factor authentication and conditional access. Security was especially important, as BBU deals with the personal information of the people it supports, and the Austrian government wanted to ensure access to this information was protected.

Avanade developed the cloud architecture for all the workplace tools needed to help employees be productive from day one and allow the flexibility to work from anywhere, including Microsoft Teams, OneDrive and SharePoint. Additionally, because BBU was provisioning all new devices – including Windows notebooks and smartphones – we delivered a complete mobile device management solution using Microsoft Intune.

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In the early stages of the project, BBU also expressed the need for ERP, HR and CRM systems to help manage both its employees and the services the organization delivers to its clients. We recommended Microsoft Dynamics 365, which could be implemented quickly and scale with the business as it grows. "The integration between Dynamics 365 and Microsoft 365 was also very important to speed up the implementation," says Schindlwick. "It was important to offer a modern workplace with tools that everyone is familiar with. Less resistance to change can be expected due to the same look and feel across multiple platforms."

During this phase, Avanade deployed:

- Dynamics 365 SCM for procurement and supply chain management

- Dynamics 365 HR for employee management

- Multiple Dynamics 365 CE (formerly CRM) modules for operations

- Microsoft Power Platform for developing mobile applications for employees in the field

- Azure virtual machines environment (IAAS) to provide the necessary cloud infrastructure, services and servers

Because of the tight six-month timeline and constantly evolving scope of work, Avanade's large development team used an agile method to ensure the multiple implementation streams were progressing on schedule. Everything was written in DevOps and our team identified several ways to optimize the solutions for BBU's specific needs.

Results
Finding success in the cloud

After the successful implementation of multiple solutions, BBU hit its target launch date – a testament to the development speed and scalability offered by the cloud and the Microsoft stack. The first go-live was performed as planned for approximately 300 employees, while the rest of BBU's employees went live four weeks later. All systems worked smoothly as planned and there was no downtime for any of the services. With a 360-degree view of its clients, BBU can put clients at the center of everything it does.

> "By giving our employees a modern, secure workplace with the new systems, we can reduce the amount of administrative work that needs to be done and allow employees to better focus on clients and their individual needs," says Schindlwick.

"Additionally, having a single source of truth allows us to use this massive data source for all kinds of statistical and trend analyses that are needed for planning and optimizing our processes so that we can further enhance our client services."

As its technology strategy grows and evolves, BBU continues to work with Avanade on further enhancements and automation.

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About BBU GmbH

The Federal Agency for Reception and Support Services (BBU GmbH) is a non-profit and charitable company owned by the Republic of Austria. We fulfil our legal mandate (accommodation, catering, medical care, legal advice and legal representation, repatriation counselling and repatriation assistance, human rights monitoring, interpretation and translation services) by providing high-quality care and support as well as independent and individual counselling on 28 locations, such as accommodation centres, counselling centres, warehouses and administration buildings throughout Austria. In our mission statement, we have committed ourselves to human rights and human dignity, and those seeking protection as refugees can trust us to provide them with professional advice, guidance and support.

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 39,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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