



CLIENT STORY

Social services provider optimises security and compliance with Insight

Story snapshot

The Austrian social services provider 'Jugend am Werk' wanted to make sure it was up to date and optimize processes in the areas of security and compliance. New employees also needed to be trained. Through workshops with Insight, the organisation was able to:

- Use Microsoft Defender and Microsoft Purview more effectively
- Optimise compliance processes

jugend am werk _

_ vielfalt wirkt

Background

The social services provider 'Jugend am Werk' supports people in Austria facing a range of challenges to gain independence: helping them with housing, training and work. As a result, the over 1,400 employees work with highly sensitive personal data. Consequently, adherence to high standards in the areas of security, data protection and compliance is of immense importance to the organisation.

Challenge

The protection of customer-related data is a top priority at 'Jugend am Werk'. In recent years, the organisation has therefore invested extensively in security, data protection and compliance and was already at a good level. However, cybersecurity is constantly evolving, both in terms of attacks and ways of countering them. 'Jugend am Werk' wanted to keep up with these developments in order to maintain and optimise its security standards. The association saw a need to train new employees, and implement system checks to identify any weaknesses, in order to take competent measures to counter them.

"The workshops were well organised, very instructive, condensed but not overloaded and suitable for different knowledge levels: a good mix of technical knowledge and answers to our questions and needs. After the workshops, we went into productive implementation. It's a pleasure to be able to use the tools more effectively now."

Daniel Schroll, Head of ICT at Jugend am Werk



Solutions & Outcomes

Insight has been a licence partner of the social services provider for years, has accompanied it on its journey to the cloud as a FastTrack partner and supported it in service issues relating to M365. For Daniel Schroll, Head of ICT at 'Jugend am Werk', it quickly became clear that he should also rely on the Solutions Integrator when it came to security.

Insight analysed the customer's security and compliance status in two workshops. The security status was very good. In the area of compliance, Insight was able to identify potential for optimisation in terms of labelling, categorisation and access authorisation for data and documents. This potential is now being efficiently realised by 'Jugend am Werk' in order to further improve data protection.

Other workshop topics included multi-factor identification, Microsoft Defender and Microsoft Purview Compliance Manager. The focus was on how the organisation has used these tools to date, and how it can use them optimally and to their full extent in future. 'We wanted to know whether we are using the tools in line with the times and whether we have the prerequisites and internal knowledge to utilise them as efficiently as possible,' says Schroll. Insight provided the IT experts at 'Jugend am Werk' with important knowledge about the tools, helping them to get the most out of them. This not only improves security and compliance, but also ensures a better workflow in the IT department.

"If you want the best possible security and compliance, you have to think out of the box and constantly review your own established systems and processes. We will organise security workshops with Insight at regular intervals."

Daniel Schroll, Head of ICT at Jugend am Werk

Why Insight?

'We know and appreciate Insight's workshop formats because they convey new skills in an appealing way. As our IT partner, we have felt very well supported and advised by Insight for years. Reliability and availability are important to us. At Insight, we quickly receive competent answers to questions or challenges. We have a trusting and honest basis and know that Insight would not leave us out in the cold. In them, we have a partner who not only supports us sporadically, but who goes the whole way with us.'

Daniel Schroll,
Head of ICT at Jugend am Werk

Results

- **Review**
of the security and compliance status
- **Optimisation**
in the area of compliance
- **Effective use**
of Microsoft Defender and Microsoft Purview
- **Training**
of employees