

# Employees take control of their Office 365 profiles

*“It empowers the employees to take control of their profile. Essentially, crowdsourcing the upkeep of personal data, and removing the mundane burden from IT, but still with boundaries and controls.”*

**Pete White**

IT Director, Identity, Messaging & Collaboration @ Solera

## The Problem

Solera is a global leader in digital technologies, focused on risk management and asset protection. Founded in Texas in 2005, Solera serves approximately 235,000 partners and customers in nearly 90 countries across six continents.

Solera rolled out Office 365 and found the core collaboration applications and Windows had become very photo-centric. This highlighted the poor quality of profiles across the organization, specifically a lack

of employee photos and inconsistent profile information.

The problem was being felt across Solera with local IT and HR teams tasked with manually managing profile updates.



## The Solution

To overcome their challenges around Office 365 profiles, Solera sought out a solution that:

1. Provided an easy mechanism for users to upload photos and update personal information
2. Standardized employee information in Active Directory and Office 365
3. Reduced the workload and helpdesk requests related to employee profile updates

Pete and his team were attracted to the Hyperfish service for its “... ability to constantly ‘encourage’ users to update their data through a simple user interface.”

Additionally, the ability to enforce data formats and approvals gave Solera confidence that Hyperfish could deliver the accurate and consistent profiles they wanted.

## The Outcome

After rolling out Hyperfish across their US based team, the completion of employee photos is at least 3 times better advised Pete. “Visually, the completion of photos is extremely obvious when we’re on conference calls, there are no more blue face icons!”

Employee location details are now “virtually completely populated, and more importantly, standardized”, added Pete.

Through Hyperfish, Solera employees have been able to take control of their profile, resulting in a noticeable reduction in support tickets and the manual IT effort to keep profiles up-to-date.

Having initially rolled out to their US based employees, Solera are about to embark on a global deployment of Hyperfish with the newly released support for multiple domains.

