

**TRUSTMARQUE**

Part of Capita plc

# HELPING OASIS FASHION TO FASTTRACK AND SECURE THEIR ADOPTION OF MICROSOFT 365

## The Business Drivers

Oasis and Warehouse began the journey to Office 365 around three years ago, initially moving on-premise email infrastructure to the cloud. Following a successful migration of their email platform, they wanted to expand modern workplace adoption to tap into the new solutions and initiatives that the broader Microsoft 365 portfolio could offer. They were also keen to address the imminent and future security risks to protect their organisation, staff, customers and ultimately, the brand.

Richard Surman, Head of IT at Oasis Fashion, explains: "It was obvious we weren't leveraging the full Microsoft 365 solution and we wanted to limit the potential for security risks."

## Why Trustmarque was Selected as a Partner

As a highly respected Microsoft partner, and one of a select number of approved UK FastTrack Ready partners, Trustmarque was recommended to Oasis and Warehouse by Microsoft directly. Former sister brand Karen Millen also provided a "very strong endorsement", says Richard, following a successful project [onboarding Office 365](#) across the organisation.

Trustmarque had a thorough understanding of all products available under the Oasis and Warehouse online services suite and how to utilise them in order to deliver maximum benefit in conjunction with existing Microsoft online services. We were able to clearly demonstrate how we would layer this with our deep Microsoft expertise to provide both technical and consultative support in the complex world of licensing, security and user adoption.

# OASIS

# [ W A R E H O U S E ]

## About Oasis Fashion

Oasis Fashion is a high street fashion brand founded in the UK in 1991 and now operating globally as part of the Oasis and Warehouse Group. Oasis has 80 stores in the UK and Ireland, as well as Little House of Oasis boutique stores in smaller towns and over 200 concessions across Debenhams, Fenwick, House of Fraser, John Lewis and Outfit. The Oasis and Warehouse Group employs around 3000 members of staff in the UK.

[Discover more](#)

"Trustmarque was recommended to us by Microsoft and former brand Karen Millen who provided a very strong endorsement. We have not been disappointed."

**Richard Surman, Head of IT,  
Oasis Fashion**

## The Solution

The engagement began with an initial consultation and Microsoft 365 Security Risk Assessment followed by the delivery of Trustmarque's FastTrack Ready Service. The service included a dedicated FastTrack Manager who was able to work with Oasis and Warehouse on their migration and adoption roadmap. They have successfully migrated approximately 3000 users across the company to Office 365 and are now drawing on Trustmarque as a consultative partner to provide expert advice on the most cost-effective way to consume the online services so they can manage the adoption in-house.

Richard commented: "It's great to have the reassurance that we have a fleet of professionals behind us that we can call on to assist. Trustmarque clearly has the experience to support whenever we need it."

Sustained collaboration through engagement with the Trustmarque FastTrack Manager also led to identification of [Microsoft InTune](#) as the most effective business solution for Oasis and Warehouse.

## Outcomes and feedback

They have been satisfied with all areas of the project, says Richard: "The security part of Microsoft 365 was very thorough, and Trustmarque managed to do everything remotely – meaning there was minimal disruption for the business. I simply gave the Trustmarque team access to the portal and they gave me recommendations, which have been implemented. I have been very impressed with what we delivered to date. Everyone is happy."

He revealed a few early teething problems with Teams, largely due to Oasis and Warehouse being an early adopter. However, he commended both Trustmarque and Microsoft for their "collaborative and proactive" approach to investigating the issues and providing the right service to Oasis and its end users as quickly as possible. As a result, migration to Teams is complete and Richard says there is agreement that Teams will replace WhatsApp as the brand communication channel to ensure better governance.

## About the Trustmarque FastTrack Ready Service

Our Microsoft certified technical FastTrack Managers provide remote advice and guidance to upskill your teams in elements of Microsoft 365. Trustmarque FastTrack Ready Service:



**Accelerates organisations moving to the Microsoft cloud**



**Removes the challenges and complexity of migrating to cloud-based solutions**



**Gives you access to your own Microsoft certified technical FastTrack Manager**



**Maximises your investment by increasing adoption and productivity**



## Next Steps

Richard says his primary goal is to migrate "as much as possible to the platform, to leverage and utilise the capabilities of Microsoft 365". As part of that adoption journey, the next key area of focus will be SharePoint, which he hopes to have rolled out by the end of the year.

In addition, Trustmarque is continuing with the comprehensive [Microsoft InTune](#) engagement with Oasis and Warehouse. The aim, says Richard, is to "enhance the product offering to our end user". Intune provides mobile device management and single sign on, ensuring all company-owned and bring-your-own (BYO) devices are managed properly and kept up to date.

Trustmarque's Workplace FastTrack Manager, Jordan Berger, commented: "FastTrack can pave the way for us to work with customers like Oasis on their bigger digital transformation strategy. Using FastTrack as a basis, we can identify specific areas of improvement, perhaps where a customer may not be totally comfortable, and we can provide additional support. The benefit to the customer is that it becomes a targeted and consolidated effort, providing cost efficiencies."

## Trustmarque for FastTrack

With a depth and breadth of Microsoft licensing knowledge that spans over 30 years, we are in a unique position to consult on the best way to maximise your licensing agreements and user adoption. That's why Trustmarque was identified as one of the first FastTrack Ready partners and why we are a top rated strategic Microsoft partner.

Your dedicated FastTrack Manager will provide an end to end service to: address the unique needs of your organisation, provide support and guidance to simplify the complex world of licensing, and ensure you manage a successful adoption of Microsoft 365 with all users in your organisation.



**"It's great to have the reassurance that we have a fleet of professionals behind us that we can call on to assist. Trustmarque clearly has the experience to support whenever we need it."**

**Richard Surman, Head of IT, Oasis Fashion**