

Streamlining operations and more security for **Save the Children**



Save the Children.

About the customer

Save the Children is a global non-profit organization dedicated to improving the lives of children in need. Founded in 1919, it works in over 120 countries, providing healthcare, education, and protection to children facing adversity. The organization strives to ensure every child has the opportunity to grow up healthy, educated, and safe, advocating for their rights and well-being.

About CoreView

The CoreView Microsoft 365 Management Platform helps IT teams get full value from their Microsoft 365 investment. With more than 15 years of experience and over 25 million users, CoreView is trusted by IT and security leaders around the world.



Preventing misconfigurations from happening ever again

In the heart of a transformative period, Save the Children, a global entity operating across 65 countries, faced significant IT and administrative challenges. With a sprawling Microsoft-connected IT infrastructure serving a vast network of 25,000 individuals, the organization encountered a critical issue: **a simple misconfiguration by an employee altered a local email setting globally, inadvertently disrupting email access for 20,000 users!**

This incident underscored the complexities and risks inherent in managing a global IT system and highlighted the urgent need for a more refined, secure, and efficient management solution.

The challenge: Managing complexity across 65+ borders

Save the Children's global IT team faced the daunting task of overseeing and securing administrative rights across diverse regions, each with its unique IT setup. **Operating in over 65 countries with 30 distinctive IT teams and 19 of them using the same Microsoft 365 tenant, the administrative situation is quite complex.** The critical need to empower local administrators with the ability to perform routine tasks, such as Multi-Factor Authentication (MFA) resets, without granting overly broad global admin rights, presented a significant operational hurdle.

The solution: CoreView

Introduced by Microsoft, CoreView emerged as the solution for **Save the Children's complex challenges**. Initially sought for its role-based action controls and virtual tenant segmentation capabilities, CoreView quickly demonstrated its value far beyond initial expectations, particularly in license management.

Solution at work



Robust security through granular access controls

By using CoreView's virtual tenant technology and fine-grained role-based access controls, Save the Children was able to implement a strong security system. **This setup enabled helpdesk employees and local administrators to perform specific administrative tasks safely, without exposing sensitive operations or data to undue risk.**



Enhanced license management and operational efficiency

CoreView helped Save the Children to manage users and licenses better for each country's needs. This way, they could see how licenses were used and allocated well and **make the licensing process easier and faster.** The reports and dashboards showed important information about license usage, accounts, permissions, and security, improving organizational performance.

The transformative impact

The implementation of CoreView has been transformative for Save the Children, delivering substantial benefits across license management, operational efficiency, and security:

- ✓ **Improved security measures:** The introduction of segmented tenants and role-based action controls has significantly strengthened Save the Children's security measures, ensuring that that access to sensitive data is tightly controlled.
- ✓ **Real-time license allocation and visibility:** CoreView's advanced license management capabilities have provided Save the Children with critical visibility into license consumption, enabling more effective allocation and yielding significant cost savings.
- ✓ **Streamlined license procurement:** By simplifying the license purchasing process and reducing the administrative burden of managing multiple country-specific invoices, CoreView has enhanced operational efficiency.

Gerald Waterfield, Director of Global Technology Operations & Enterprise Technology at Save The Children International, praised CoreView, stating: ***"The unexpected bonus that has been hugely impactful was license management which gave us real visibility. We can run a dashboard and see license consumption which has been brilliant."***

CoreView has equipped Save the Children with the tools necessary for greater control, efficiency, cost-effectiveness, and enhanced security within their Microsoft 365 environment, marking a significant step forward in their IT operational capabilities.