



# CASE STUDY



## CUSTOMER PROFILE: iSALON

INDUSTRY NAME: TECHNOLOGY

PRODUCT NAME: MICROSOFT 365  
BUSINESS EDITION

Established in 1987, iSalon provides salon management software to hair, beauty and spa businesses, and can be found in more than 10 countries, and in almost 2,000 salons engaging with over 8.5 million customers.

With offices in Lincoln and Gatwick, iSalon has been a Cobweb customer since 2014, on Hosted Exchange before migrating to Office 365 Business Premium.

## The opportunity

In May 2017 iSalon was invited to trial the preview edition of Microsoft 365 Business, across the Lincoln and Gatwick locations, with 22 and seven users respectively, plus seven home-based users.

## Microsoft 365

Announced in July 2017, Microsoft 365 brings together Office 365, Windows 10, and the best of EM+S (Enterprise Mobility + Security) to deliver a complete, intelligent, secure solution, designed to enable employees to become more productive.

Available in Business and Enterprise (E3 and E5) editions, Microsoft 365 Business has been created specifically for businesses with up to 300 users, incorporating Office 365 Business Premium, and tailored Windows 10 Business and EM+S capabilities.

### Features include:

- Latest versions of Office 365 applications – Word, Excel, PowerPoint, Access, etc.
- Email and calendar-use, via Outlook and Exchange
- 1TB file storage, access from anywhere
- Automatic upgrade to Windows 10 (from 7 and 8.1 Pro)
- Simplified administration and deployment
- Data protection controls
- Cyberthreat protection





Ryan Taylor, IT Manager iSalon, says, “Essentially Microsoft 365 has given the company one integrated solution and a clear roadmap to migrate our IT to the cloud in a secure, compliant and managed way.

“Microsoft 365 gives the IT department the necessary tools to empower users to connect with any device, anytime, from virtually anywhere in the world, in a secure manner. To supplement this approach to working we are currently trialling other Microsoft cloud technologies, such as Skype for Business Cloud PBX to further support the ‘Anytime, Anywhere’ company ethos.”

## iSalon’s story

With a six-week timeline through from first discussion to phase 1 adoption (by the Lincoln office), iSalon report an extremely positive migration and response to the features since implementation.

### iSalon are seeing the following benefits

- Group mandated policies: ensuring compliance with the operating group’s policies had previously been challenging. Microsoft 365 enables the business to set up compliance policies and target them to devices, ensuring that company-owned equipment and personal devices are compliant.
- Cloud managed: the solution is managed from the cloud, eliminating the need for expensive network setups and VPNs, and removes the need for an on-premise Active Directory server.
- MDM Solution: iSalon use Intune (part of EM+S) to manage the company issued iPhone estate, enabling them to remote configure, monitor and report on devices. A further benefit includes centralized deployment of iOS apps via Apple VPP, and meaning that business data can be wiped if mobile devices are lost or stolen.
- Control over apps and mobile security: data loss is prevented by restricting cut and paste between mobile apps and enforcing data encryption. Required PIN/TouchID logon and the ability to remotely delete company data creates an extra layer of security, especially on users’ personal devices.
- Standardised configuration: devices can be configured to company defined policies via Intune, ensuring all devices share a consistent setup for easier support which helps reduce the time required for troubleshooting.
- Conditional access: this enables iSalon to control how users authenticate, based on location – i.e. a user accessing from outside the company network is required to sign in with Multi Factor Authentication, whereas sign-on is quicker when in the office.
- GDPR (General Data Protection Regulation – 25 May 2018): the tools available within Microsoft 365 will help iSalon meet GDPR compliance requirements, with particular reference to the enhanced control of data stipulated for GDPR – for example, the remote wipe capability and ability to quickly identify PII data across the Office 365 services.

## For more information about Microsoft 365

Microsoft 365 Business is previewing from 2 August 2017, and will be available generally from autumn 2017, (Enterprise (E3 and E5) became available 1 August 2017).

For more information about Microsoft 365, visit the Cobweb website, or contact any of the Cobweb Team:

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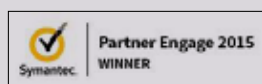
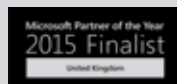
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### **About Cobweb**

Founded in 1996, Cobweb has been a cloud company since 'the cloud' began. Our cloud services and solutions have liberated businesses across market and industry, removing the restrictions of on-premise IT, and providing market-leading communication tools and services, affordably and maintenance-free, backed up by 24\*7 UK support.



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