

## IT & Systems Administration Case Study

### **Subject: Seasonal Business with 5-50 employees**

#### **Introduction**

A computer monitor with sticky notes on the edges full of username and password information for various business logins; an inbox with different chains and lists of recipients around the same project; the challenges involved in scheduling in-person meetings for multiple team members; downtime and loss of data. Before the business world was forced by Covid-19 into online platforms that facilitate remote work, MHG engaged its clients in the use of Microsoft 365 as a single sign-on solution for communication, productivity, project management and security.

#### **Process**

Performing an audit of standard practices and workflows at this seasonal Maine business, MHG's Systems Administration team suggested the implementation of Microsoft 365 to assist in collaboration, automation, communication and data storage for the business's team members. To strengthen security and governance of data, MFA (multi-factor authentication) was enforced, requiring individuals to sign into their own account, verifying their identity, before accessing company information. Utilization of the Teams app enabled the business to organize processes and projects with better communication and collaboration. An IT HelpDesk was created for users to submit requests for tech assistance, keep track of previously resolved issues to collect and share in-house knowledge among staff sharing computers.

#### **Services**

Systems Administration Audit

Systems Design & Implementation

IT Education & Training



# MIGIS HOTEL GROUP

Creative, Experienced, Nimble

Hospitality Management Solutions &  
Consulting for Owners, By Owners