



CASE STUDY

LifeWorks boosts its security posture to empower new ways of working

A comprehensive security assessment identifies risks and paves the way to a more secure future

Business situation

A secure modern workplace

As a leading provider of digital and in-person solutions that support the total well-being of people and organizations, LifeWorks knows the benefits of creating a great workplace experience for its more than 7,000 global employees with a modern technology ecosystem and optimized operations. However, because the company works with sensitive client information, security is critical to its business. It therefore understood that a secure cloud solution could be essential. The COVID-19 pandemic and the increased cybersecurity risks associated with remote working led LifeWorks to accelerate its move to the full services of Microsoft 365. By using the platform's E5 suite – which includes a full stack of office tools for organizations dealing with sensitive information and large amounts of data – the company wanted to:

- Improve its security posture with cloud native security tools and controls and move toward a zero-trust state
- Adopt a holistic approach to protecting its assets, detecting and addressing security threats across its data, devices, users and applications
- Understand exactly what applications and data are being accessed by employees daily
- Improve and scale the employee experience

Additionally, the company wanted to take advantage of the security and improved collaboration tools while empowering hybrid and remote working. Before rolling out the platform, LifeWorks partnered with Avanade – with the assistance of Microsoft – to conduct a full security assessment of its IT landscape and develop an implementation roadmap to ensure success.

Solution

A virtual engagement paints a full picture

Avanade worked with the LifeWorks team to explore the current state of its security tools, policies, standards and procedures. Additionally, we reviewed the company's Microsoft Secure Score – which outlines its existing security posture – and provided a heat map of the high-risk areas it should focus on first. Through a series of 10 virtual workshops, we presented the results of our assessment and mapped LifeWorks' specific needs to the cloud security tools offered by Microsoft 365 E5. By the end of this five-week engagement, we delivered a comprehensive product and tool enablement roadmap informed by leading industry practices.

Results

An investment in greater protection

Following the security assessment, Avanade and LifeWorks began the phased implementation of Microsoft 365 E5 in the cloud. Thanks to the security tools within the suite, the company will be able to:

- Improve its security posture to handle the fast-evolving threat landscape
- More easily detect and respond to security issues
- Offer employees an enhanced workplace experience with greater scalability of services
- Enhance remote working capabilities for its employees

With this project, LifeWorks is demonstrating to both clients and employees how seriously it takes security through investments in protecting their information. By implementing foundations that will help it become more resilient, agile and responsive, the company is better prepared to realize its vision of improving business and improving lives.

About Lifeworks

LifeWorks is a world leader in providing digital and in-person solutions that support the total well-being of individuals. We deliver a personalized continuum of care that helps our clients improve the lives of their people and by doing so, improve their business.



About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 39,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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