

# Using Quadrotech Nova to optimize Office 365 in less time

Limagrain, an international cooperative group created and directed by French farmers, moves agriculture forward to meet food challenges



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*Vincent*  
User Environment IT Expert at Limagrain

## CUSTOMER PROFILE



<b>Company</b>	Limagrain
<b>Industry</b>	Agriculture
<b>Country</b>	France
<b>Employees</b>	Over 9,600
<b>Website</b>	<a href="http://www.limagrain.com">www.limagrain.com</a>

## BUSINESS NEED

Limagrain used the built-in Office 365 reports provided by Microsoft as much as possible to get information on Office 365 usage and activity, but they also created PowerShell scripts to retrieve user data to build their own reports. This was taking a considerable amount of the IT staff's time, and it was not very flexible.

## SOLUTION

Quadrotech Nova by Quest is a SaaS platform of integrated services for managing Office 365. The reporting tool in Quadrotech Nova enabled Limagrain to streamline their Office 365 reporting, optimize costs and strengthen security by verifying and auditing permissions and licensing.

## BENEFITS

- Saving costs by identifying and removing inactive users
- Enabling license chargebacks to their business units
- Strengthening security by verifying and auditing permissions and licensing

## SOLUTIONS AT A GLANCE

[Quadrotech Nova](#)

Limagrain makes sales of almost 2.4 billion Euros and has more than 9,600 employees spread over 55 countries, including more than 2,100 working in research. The Limagrain Cooperative has almost 2,000 farmer members.

### **THE STRUGGLE TO OPTIMIZE A NEW OFFICE 365 TENANT**

In March 2012, Limagrain started their migration to Microsoft Office 365. By the end of 2013, they were utilizing the Microsoft cloud productivity platform and all the benefits it had to offer. Limagrain used the built-in Office 365 reports provided by Microsoft as much as possible to get information on Office 365 usage and activity, but they also created PowerShell scripts to retrieve user data to build their own reports. This was taking a considerable amount of the IT staff's time, and it was not very flexible. If they wanted to manipulate the data in a certain way, they had to think through it beforehand, or rerun the scripts with that angle in mind. In January 2014, Limagrain started a trial of Quadrotech Nova to test its reporting capabilities and decided to order it just a few weeks later. They also tested a competitor's reporting tool but found the reports far less comprehensive than what Quadrotech Nova provides.

### **IDENTIFYING INACTIVE USERS FOR COST SAVINGS**

Limagrain's initial focus and use case for reporting was identifying and cleaning up inactive users. Vincent, a user environment IT expert, explained, "Due to the migration, we had a huge number of inactive users. There were lots of people who were within our former Active Directory and mail systems but who were never migrated to Office 365 as they left the company during the migration period. The reporting in Quadrotech Nova allowed us to do some quick cost optimization related to these inactive accounts." Along with reporting on user activity/inactivity, Vincent also used this advanced reporting for data coherence.

During this inactive user optimization, Vincent discovered that some inactive user accounts needed to be kept for extended leave scenarios or legal

constraints. As a result, he developed a script to make AD Last Logon an extended attribute. He then created a custom report in Quadrotech Nova to get a global view of user activity in on-premises AD and the cloud. The IT support team then analyzed the shared custom report and cleaned up the appropriate inactive users.

### **SUPPORTING IT CHARGEBACK, AND VALIDATING PERMISSIONS**

Along with optimizing license costs and relocating licenses for inactive users, Limagrain also utilizes reporting in Quadrotech Nova to provide a yearly snapshot of all Limagrain users with attached licenses to their IT billing department. This allows the team to easily provide verification for chargeback requests to the different business units.

Additionally, Limagrain uses the reporting tool to strengthen security by verifying and auditing permissions and licensing. Vincent said, "We have a few usage-restricted mail domains. The business units regularly receive the list of users accessing such mail domains, which can then be cross-checked with approved users. If a non-approved employee is accessing a restricted domain, the team can update permissions accordingly." Limagrain also uses the scheduled report feature to provide regular licensing reports to business units to ensure the appropriate employees have access to CRM, Microsoft Project, and other workloads.

Limagrain's use cases for reporting in Quadrotech Nova are nearly endless.

"The setup and onboarding process for the reporting in Quadrotech Nova was quite easy and clearly documented."

Vincent  
User Environment IT Expert

#### **PRODUCTS & SERVICES**

##### **SOFTWARE**

Quadrotech Nova

Vincent shared another example, “I implemented RACI on our Office 365 tenant, so I changed a lot of admin authorization. I used reporting in Quadrotech Nova to pull the list of actual admin access and do some pre-cleaning. I also used the access list as a ‘backup’ to easily rollback settings had I needed to.”

#### Limagrain’s Main Reporting Use Cases

- Identifying inactive users
- User clean-up
- License chargeback to business units
- Verifying and auditing security permissions

#### CUSTOM REPORTING FOR UNIQUE AND SPECIFIC REPORTING REQUIREMENTS

Within Limagrain, the IT Support team is the main group with access to Quadrotech Nova. They utilize a variety of reports and occasionally save and/or schedule custom reports that deliver specific data they need regular access to.

Vincent explains, “My favorite functionality within Quadrotech Nova was previously the custom report and is now the custom pivot report capability. It allows me to quickly dig within our tenant to find valuable information linked to our usage. We’re actually doing some cleaning within our Active Directory. Since users are tagged using custom attributes for locations/companies, I’m able to quickly create a custom pivot to group all users by location and then target the few users who need to be moved from one subsidiary to another. Without Quadrotech Nova, I could do the same with PowerShell, but it would take up much more of my time and there would be a higher probability of error.”

#### ‘Is there a favorite?’

“I don’t think I have a favorite report. All reports in Quadrotech Nova are valuable depending on my need at the time. I do find the Office 365 Service Status report very useful. It not only allows us to see what issues are affecting our tenant at any given time, but also gives the history of issues. This isn’t something that Microsoft provides. From time to time, this report is very helpful in understanding issues experienced by the users or the support team that we’re unable to reproduce a few hours or days later,” said Vincent.

#### SIMPLIFYING REPORTING AND SAVING TIME

For Limagrain, the reporting in Quadrotech Nova has been instrumental in aggregating and storing a lot of high-value usage data, and storage and permission settings linked to Office 365 users. Quadrotech Nova allows Limagrain to quickly search and report without having to first think about which PowerShell command would provide the correct data and then executing the command and formatting the output. With the reporting in Quadrotech Nova, Limagrain can regularly query their Office 365 tenant against established compliance policies and permissions to ensure a consistent and secure environment for easier management and administration.

#### ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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*Vincent  
Limagrain*