

# Transforming Microsoft 365 management with CoreView

CoreView helps IT teams manage Microsoft 365 across every campus

*“CUNY needed a way to augment and extend Microsoft’s native tools to enable secure delegation of administrative functions. CoreView provides us with that capability.”*

– James Haggard  
Deputy Chief Information Officer,  
The City University of New York

## About CoreView

CoreView is the #1 Microsoft 365 management platform for IT teams who are transforming the way they run their Microsoft 365 stack.

CoreView delivers a unified approach to delegated administration and automated governance with capabilities far beyond native tools or point products.

## Education account managers

**Joe Lally**  
Joe.Lally@coreview.com  
617.749.2623

**Kyle Phillips**  
Kyle.Phillips@coreview.com  
404.312.4357

IT teams are being asked to scale hybrid learning models, modernize enrollment, offer student-centered experiences and keep campuses secure and connected. Microsoft 365 and Azure sit at the core of many IT initiatives, from cloud-based academic research, to building apps, exploring artificial intelligence, and making the most of big data.

Microsoft 365 and Azure create are complex environments: hundreds of applications and services, thousands of Microsoft objects (e.g., users, mailboxes, rooms) across current and former students, staff and faculty, and dozens of policies and regulations that must be maintained and enforced across 17+ admin consoles.

Many IT teams want to give each of their campuses control over their users – to increase efficiencies – *without* making a trade-off on security or increasing IT workloads or costs.

## CoreView transforms Microsoft 365 management for Education IT teams

CoreView offers a unique approach to **delegated administration** with tenant segmentation. With CoreView, IT teams create Virtual Tenants – divided and organized by campus, college, department, location, institution.

Next, they add role-based access control (RBAC) to delegate privileges that let the IT team better serve the unique requirements of each campus.

**Governance** takes many forms in Microsoft 365. With CoreView, teams can consolidate campus administration into a single pane of glass, allowing them to enhance data security and restrict access to admin centers on a true “as needed” basis.

With CoreView Custom Actions, organizations can hardcode naming conventions into group creation, ensuring consistent policy enforcement across distributed organizations.



## Delegated administration

Many times, a central IT team needs to support and fulfill requests from every Microsoft 365 user. Not only does this lead to delays in fulfilling requests for new licenses, user management or other changes but it can also result in inaccuracies and bottlenecks.

CoreView makes delegated administration easy while giving management teams full oversight of a Microsoft environment. The autonomy CoreView provides reduces political conflicts and improves resolution times.



## Automated governance

Governance refers to the set of practices and processes by which Microsoft 365 is led and controlled. It is far from a “one and done” situation: continuous monitoring and necessary adaptations to Microsoft 365 governance guidelines should take place.

CoreView helps improve Microsoft 365 management by providing automated monitoring and response capabilities that are not available in the native administration tools.



## License management

Adopting a proactive approach to license management is arguably the key difference between accumulating unnecessary expenses and minimizing financial waste. License management is a significant contributor to overall fiscal health. CoreView helps organizations control spend with functionality spanning the license lifecycle, including:

- License allocation and usage across all types of licenses, including inactive, unused, duplicate and disabled ones, as well as specify the license levels (E1, E3, E5, etc.).
- Identifying opportunities for overprovisioned license downsizing and true-up negotiations
- Creating license pools for assignment by specific teams, units, regions
- Helping procurement and accounting team with chargebacks and show backs

## Virtual Tenants™

Single tenant structures present multiple challenges when there are various departments, groups or campuses with different needs, and sometimes different admin structures. CoreView solves those issues with Virtual Tenants™.

Virtual Tenants makes it possible to essentially “slice” a Microsoft 365 tenant based on a team’s requirements, maintaining zero trust while giving admins the appropriate level of autonomy. Tenants are virtualized as they would be with any on-premises Microsoft environment with Active Directory organizational units.

## Playbooks™

CoreView Playbooks™ provide automated detection of problems with out-of-the box workflows to remediate issues found. Pre-built and customizable Playbooks allow users to quickly identify configuration and permissions issues that create security gaps, then automatically resolve those issues and manage exceptions.

## Automation

With CoreView’s **automation** of basic tasks – from security initiatives to change actions – IT teams can better protect their tenants and campuses. One University runs nearly 4,000 automated change actions through CoreView in a single week, freeing up IT resources to focus on other projects.

# CUNY leverages CoreView to deliver Microsoft 365 to 243,000 students and more than 40,000 staff and faculty



The City University of New York is the nation's largest urban public university, a transformative engine of social mobility that is a critical component of the lifeblood of New York City.

Founded in 1847 as the nation's first free public institution of higher education, CUNY today has seven community colleges, 11 senior colleges and seven graduate or professional institutions spread across New York City's five boroughs, serving over 243,000 undergraduate and graduate students and awarding 55,000 degrees each year.

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## CoreView helps CUNY IT staff increase Microsoft 365 controls and empower users

CUNY is the largest urban university system in the United States. While they've successfully grown and expanded their operations and number of campuses over the years, they recently began seeking a Microsoft 365 management vendor who could help them boost automation and security, enhance delegation, and address demand for Microsoft applications and services.

## The Challenge

CUNY wanted to give each of their campuses control over their users – to increase efficiencies – but they didn't want to sacrifice security or increase IT workloads in the process. CUNY manages 700,000 mailboxes of all types; from service accounts to shared mailboxes, across current and former students, staff and faculty. "CUNY needed a way to augment and extend Microsoft's native tools to enable secure delegation of administrative functions. CoreView provides us with that capability," said James Haggard, the University's Deputy Chief Information Officer.

"We are honored that CUNY trusts CoreView to help control and optimize every aspect of Microsoft 365 administration," said Shawn Lankton, CEO of CoreView. "We have deep Microsoft 365 expertise, which allows us to focus on helping CUNY manage licenses and tenants, automate manual tasks and empower all users to get the most value from their investment."

## The Solution



**Tenant segmentation:** With CoreView, CUNY can create virtual tenants – divided and organized by campus, college, department, location, institution. Next, they add role-based access control (RBAC) to delegate privileges that let the IT team better serve the unique requirements of each campus.



**Automation:** With CoreView's automation of basic tasks – from security initiatives to change actions – CUNY has been able to better protect their tenants and campuses. For example, CUNY ran nearly 4,000 automated change actions through CoreView in a single week, freeing up IT resources to focus on other projects.



**Expertise:** CoreView hosts ongoing educational sessions with CUNY's IT team and leaders, guiding them through Microsoft 365 capabilities and ensuring they are getting the most from their investment. With CoreView, the CUNY IT team can scale to meet growing demand while ensuring their environment is secure and compliant every step of the way.

CoreView is the #1 Microsoft 365 management platform, delivering powerful tenant segmentation, license management, governance, and workflow automation capabilities to IT teams who are transforming the way they run their Microsoft stack.

With CoreView, organizations can control complexity and costs, optimize administration, resolve security and compliance issues automatically, and empower their IT teams and workforce.

## The Results

By using CoreView Virtual Tenants™, CUNY has consolidated campus administration into a single pane of glass which has allowed them to enhance data security and restrict access to admin centers on a true “as needed” basis. With CoreView Custom Actions, CUNY is able to hardcode naming conventions into group creation, ensuring consistency critical across any distributed organization.

To learn more about CoreView's customers, visit [www.coreview.com/our-customers](https://www.coreview.com/our-customers)