Optimizing the service management of Microsoft Exchange Online in a multinational logistics company

This enterprise logistics company is a heavy user of Microsoft 365 services and operates a centralized super tenant that supports over 35,000 users across its various regions and locations. While this architecture enables efficiency at scale, it also adds complexity when managing services like Microsoft Exchange Online - especially in distributed organizations with high employee turnover.

Here, we explore how the company partnered with VOSS to overcome operational challenges and enhance service delivery through automation, improved usability, and scalable management.

VOSS

THE CHALLENGE

Managing Microsoft Exchange Online in such a large environment comes with significant hurdles.

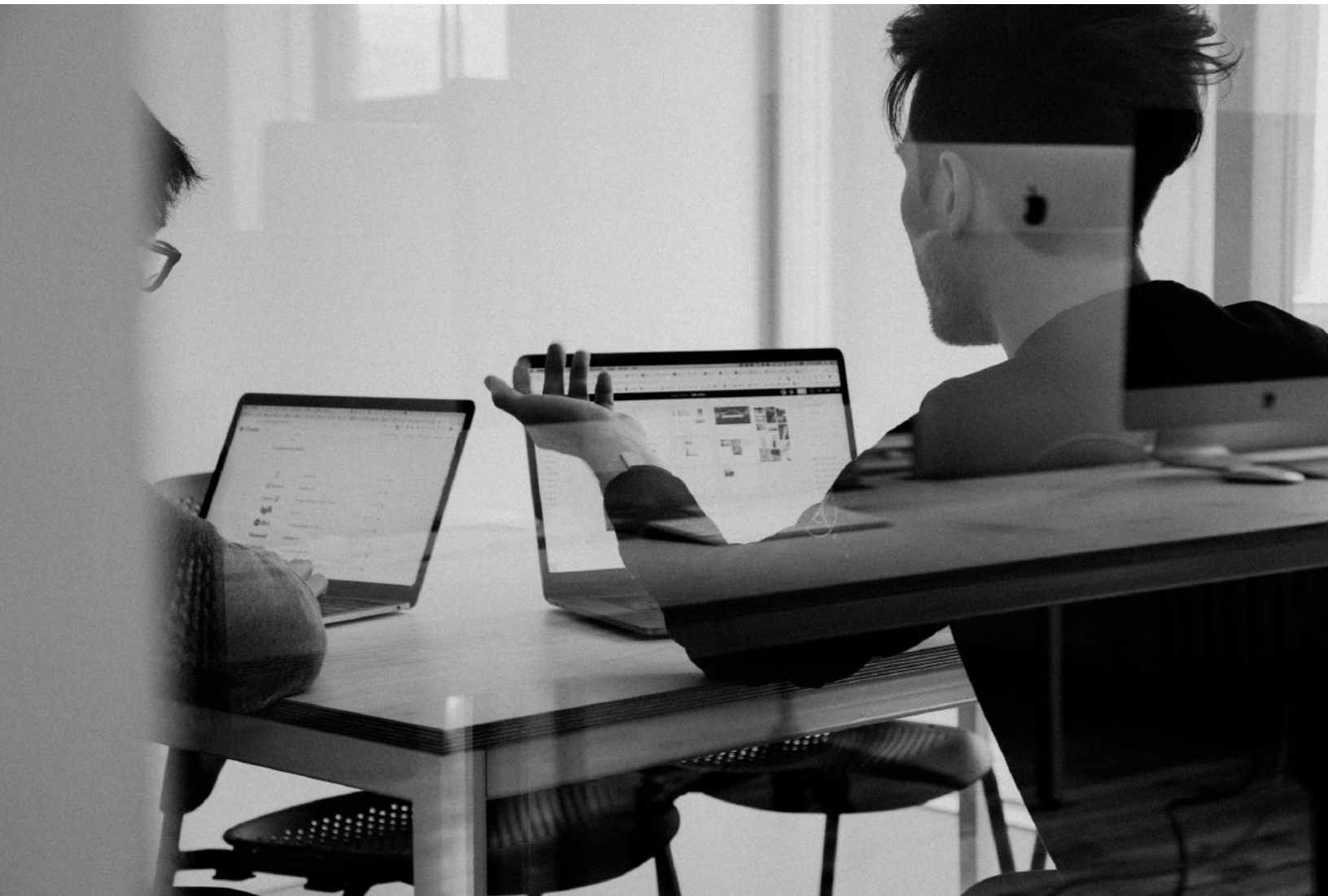
The size and complexity of the super tenant requires near-constant service requests, which are raised by a rotating pool of approximately 1,000 service desk agents. These agents often lack the consistency or technical expertise required, leading to frequent errors and a reliance on a skilled Level 3 (L3) technical team to resolve issues.

As a result, the capabilities provided by Microsoft in the Exchange Online administration portal were stretched.

THE CHALLENGE

The lack of segmentation in the tenant meant agents had access to everything, creating potential security risks. Navigation was cumbersome, with long, unwieldy lists such as Distribution Lists (DLs), and Microsoft's slow-release cycles limited the ability to quickly adapt to changing needs.

Automation attempts had largely failed due to poor data input, and the existing portal provided a subpar experience. There were no mechanisms for hierarchies or data partitioning, and the system struggled to meet the scale of 35,000 mailboxes. The company needed a solution that was low-cost, scalable, and flexible enough to meet the diverse needs of its regional offices.



THE SOLUTION

VOSS aligned technical and commercial requirements

To overcome these challenges, VOSS worked closely with the logistics company to deliver a tailored solution that addressed both the immediate pain points and the long-term business needs.

By implementing devolved administration, VOSS introduced a framework of roles and hierarchies, allowing individual regions to self-manage their operations while maintaining overall tenant integrity. This localized control and automation reduced the workload on the partner's L3 team and empowered regional-level helpdesks.

Usability was dramatically improved through advanced data validation. The introduction of graphical user interface (GUI) rules and validations, as well as dropdown lists, minimized errors and made service requests more intuitive for service desk agents. Automation was deployed across all major service requests, ensuring an audit trail for compliance while streamlining operations.

Performance improvements were achieved through local caching and optimized workflows, tested rigorously to ensure they could handle the scale of 35,000 mailboxes. The solution’s flexibility came from a workflow framework, which allowed it to adapt to the specific needs of each region while still functioning cohesively within the larger tenant.

Integration into the ServiceNow ticketing system provided end-to-end workflow automation, which, along with templated profiles, allowed for the fast and accurate handling of service requests covering distribution lists and users, shared and room mailboxes.

Extensive collaboration between the customer and VOSS during the trial phase ensured that the technical and commercial requirements were aligned. This built trust, and paved the way for seamless implementation.

THE VALUE

The optimized approach to Microsoft Exchange Online delivery brought transformative value to the company.

The combination of automation and streamlined workflows reduced the overall cost to serve, freeing up resources for more strategic initiatives. Agents benefited from an intuitive and user-friendly interface, leading to fewer errors and a smoother service experience. Data validation mechanisms all but eliminated service request failures, reducing rework and frustration.

The system's scalability ensured that it could comfortably handle 35,000 mailboxes and grow alongside the company's needs. Workflow flexibility allowed regions to adapt the solution to their specific requirements without compromising the integrity of the super tenant.

Security and compliance were also enhanced, with partitioned access controls and robust audit trails ensuring that the environment remained safe and transparent. Finally, the strong relationship between the company and VOSS demonstrated the power of a reliable partnership in delivering solutions that meet complex and evolving needs.

C O N C L U S I O N

Efficient and scalable service management

The company's adoption of an optimized Microsoft Exchange Online delivery model has set a benchmark for efficient and scalable service management in the logistics sector. The collaboration between the customer and VOSS has delivered a solution that balances centralized oversight with localized control, reduces costs through automation, and improves usability for service desk agents and employees alike.

Customer outcome:

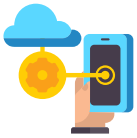
- ✓ Reduced cost to serve
- ✓ Improved agility at scale

Partitioning and local administration

Local helpdesk to manage requests.

Workflow automation

Streamline on/offboarding processes



Intuitive self-service portal

Easy to use, no Microsoft expertise needed

Role-based access control

Ensured security and governance

Integration with ServiceNow

Service management aligned with local processes

Templating

Standardized mailbox configurations to minimize support needs

VOSS

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