

# Fast Track the On/Off Boarding Process for Joiners and Leavers with VOSS Automation

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## Beyond the Teams Admin Center

While the Microsoft Teams' Admin Center and associated PowerShell offer basic management tools, they may not be enough for larger, more complex enterprises. Read how one company accessed features like self-service, role-based access control, flexible reporting, and real-time insights, to underpin their on/offboarding strategy.



## MANAGING THE EVERYDAY

A large, global enterprise operating across multiple regions had standardized on Microsoft Teams as its collaboration and voice platform. With thousands of employees joining, moving roles, and leaving each year, Microsoft Teams was not just a communication tool - it was the digital foundation of the workplace experience.

While the initial implementation was successful, the organization quickly realized that day-two operations - the everyday management of users, policies, numbers, reporting, and cost control - would determine long-term success.

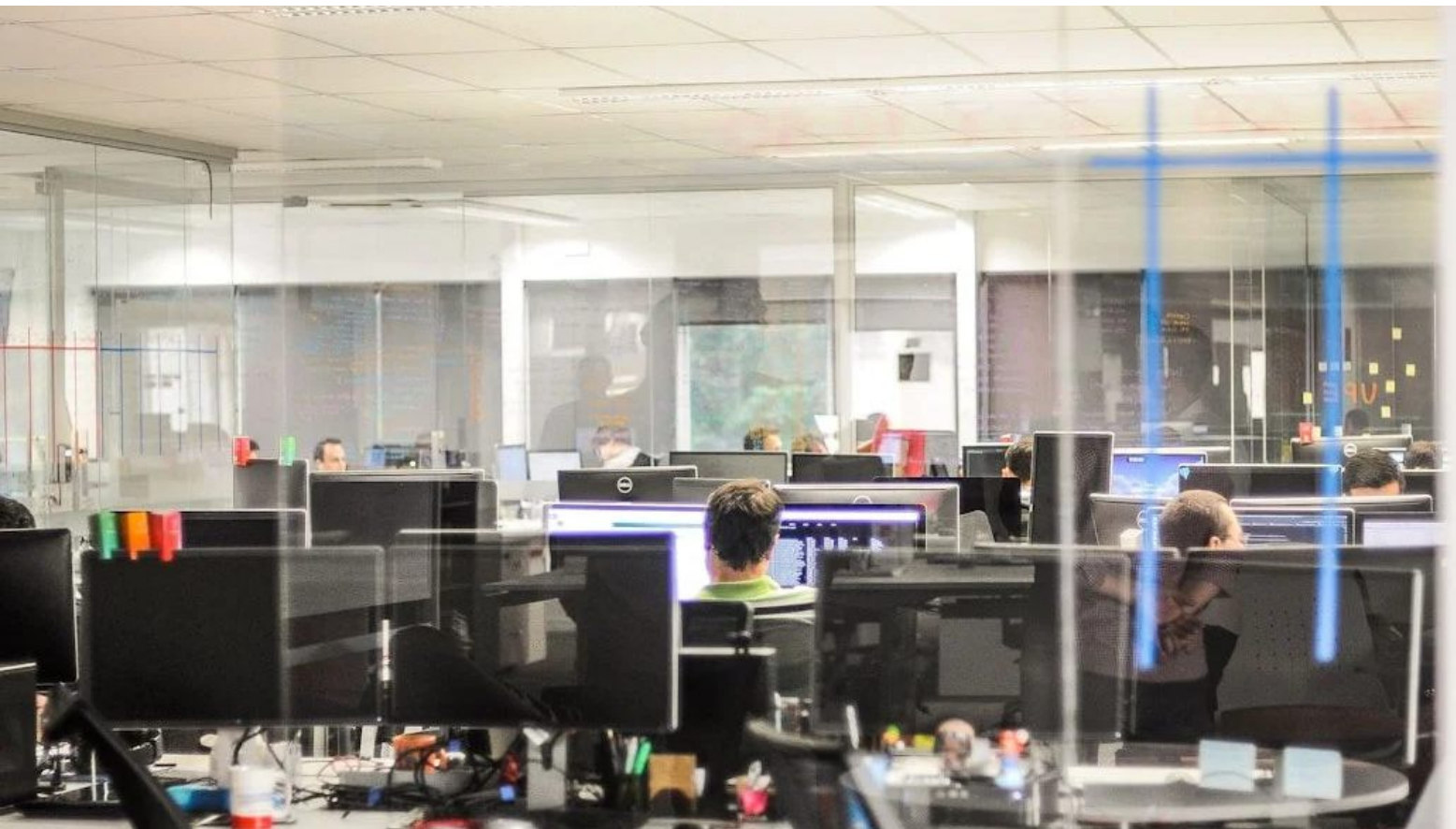
## THE CHALLENGE

As adoption accelerated, the organization began to experience operational strain. Although the Microsoft Teams Admin Center and PowerShell provided baseline functionality, they were not designed for the scale and complexity of a global enterprise.

Key challenges included:

- **Manual joiner and leaver processes** creating delays and inconsistencies
- **Multi-step onboarding workflows** that required coordination across teams
- **Limited role-based access control**, restricting delegation to local administrators
- **No centralized number management system**, increasing risk of allocation errors
- **Lack of real-time visibility** into usage, adoption, and cost trends
- **Difficulty integrating Teams with legacy PBX systems** during transition
- **Growing operational costs** with limited cost tracking and audit capabilities

The organization needed more than administrative tools - it needed operational automation, governance, and insight.



# Automating the everyday

To address the complexity of managing Microsoft Teams at enterprise scale, VOSS implemented a centralized automation and management platform designed to simplify operations, increase governance, and deliver operational insight.

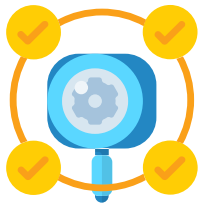
At the heart of the solution were six key principles. These principles were embedded across every aspect of the deployment:



# The value delivered

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By embedding automation, governance, and analytics into everyday operations, VOSS enabled the organization to move beyond basic administration and into true operational excellence.



## **Operational efficiency**

Simplified provisioning and automated multi-step workflows accelerated onboarding and offboarding while significantly reducing manual effort and errors.



## **Governance and control**

Secure RBAC delegation, full audit logging, and centralized number management ensured strong oversight without limiting operational agility.



## **Cost optimization**

Detailed cost reporting and improved license and number utilization reduced operational overhead and enabled ongoing spend control.



## **Improved adoption and workplace experience**

Faster time-to-productivity for new joiners, clear visibility into adoption trends, and controlled self-service empowered teams while maintaining governance.

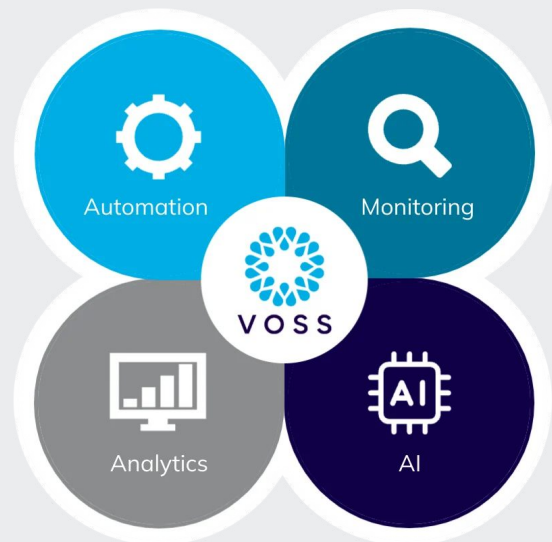
For this global enterprise, Microsoft Teams has become more than a collaboration platform. With VOSS, it became a controlled, automated, and insight-driven digital workplace foundation – designed not just for deployment, but for sustainable, everyday management at scale.

# THE VOSS SUITE

At VOSS, we empower our customers to reduce operational costs, improve service reliability, strengthen governance and data protection, and adapt their digital workplace as business models, employee expectations, and organizational requirements evolve.

**The VOSS platform** is the foundation of our product suite. Each product - from automation to monitoring and analytics - is built on the same consistent framework, providing a common set of tools, data, and integrations across your digital workplace.

The platform unifies four essential capabilities in a single architecture - automation, monitoring, analytics, and AI - offering a unified foundation for managing complex enterprise environments. By integrating with core business systems and collaboration platforms, VOSS enables you to automate operational workflows, enforce governance, and gain real-time visibility into performance and across employees, devices, and infrastructure.



**VOSS Discover** provides a comprehensive inventory and analysis of your collaboration and digital workplace tools, enabling you to understand your current environment, identify inefficiencies, and plan transformations with precision.



**VOSS Migrate** automates the extraction, transformation, validation, and loading of users, devices, and collaboration data, reducing the risk, cost, and complexity of any large-scale migration or platform change.

[Find out more](#) about products that solve real-world challenges in your organization.



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