

Office 365 Advanced Security and Compliance Solutions Case Study: Wortell



wortell

Overview

Wortell is a leading consultant and services provider for Microsoft technologies based in the Netherlands. They help organizations with their digital transformation, focusing on empowering employees and optimizing operations.

Location:

Netherlands

Office 365 Secure Score Success Overview:

- Customers worked with using Office 365 Secure Score Analysis: 24
- Average number of projects generated per Office 365 Secure Score audit: 3

Use Office 365 Secure Score to:

- Get customers' attention
- Build awareness of Microsoft security options
- Show customers their current security position and identify areas for improvement
- Open the door to upsell and increase managed service sales

Office 365 Secure Score: an ideal tool to win more Security deals

"Our biggest success basically is that we introduce or we analyze our customers' security level by implementing or by taking them through a Secure Score analysis, and based on that, doing all different sorts of recommendations."

- Danny Burlage, Founder and CTO, Wortell

Background

Wortell was founded about 20 years ago, and has been a long-time provider of Microsoft cloud technologies. Six years ago, they made the decision to focus exclusively on Microsoft cloud and since then have more than doubled in size. While their target customers vary, they've found success with 500 seat companies that specialize in healthcare, financial services, and professional services.

Common challenges their customers face is balancing employees' need to increase personal effectiveness (by working everywhere on all devices) while maintaining security, and preventing potential data leakage. To increase their ability to provide customers with the data governance and security protections needed for their digital transformation, Wortell turns to the advanced security features in Office 365.

When beginning a sales conversation, or kicking off projects, they've found that Office 365 Secure Score is an ideal starting place for discussions about ways organizations can improve their security posture.

Office 365 Secure Score is an easy-to-use security analytics tool offered by Microsoft with its Office 365 commercial plans. It analyzes the customer's existing security position specific to their Office 365 tenant, assigning a score to represent what features they have enabled to secure their accounts, data, and devices. It then recommends a prioritized list of actions that can be taken to improve their score and thus their security position.

To log into [Secure Score](#), you need admin rights on the tenant.



“Secure Score is really easy to figure out. It gives you all the essential areas of configuration, explains if it’s configured or not and what the implications are, then actually shows you the steps to configure security options.”

For more information

- [Office 365 Secure Score](#)
- [Office 365 Partner Portal](#)
- [Office 365 Advanced Security and Compliance videos](#)

Office 365 Secure Score drives conversations... and sales.

Wortell has found that many customers overestimate their security posture, and are often confused about their own use of available security features.

According to Danny Burlage, Founder and CTO at Wortell, the initial average security score they see when running Office 365 Secure Score averages only 15-16 out of 250 points (top value depends on customer licensing configuration – the worldwide average is 19). When customers see their results, it typically wakes them up to the potential risks their organization is facing. This increased awareness gives Wortell the opportunity to have a more productive (and profitable) discussion about the services they offer.

In one recent example, Danny was in a presales discussion at a large enterprise customer, talking about adding productivity licenses for store workers. They were meeting with a large group that included the Global CIO. During the conversation, Danny brought up Office 365 Secure Score, mentioning the low worldwide average. The CIO thought his organization would beat this score, so during the lunch break they started Office 365 Secure Score, which soon delivered results much lower than the CIO expected.

Because Office 365 Secure Score’s findings are clearly displayed, it was easy to quickly see that a contributing cause to their score was that the customer’s Global Admin had not turned on multi-factor authentication. This news changed the course of the rest of the meeting, as the afternoon conversation shifted to the available security features that would improve their score.

Keep security front and center with Office 365 Secure Score.

While Danny’s team uses Office 365 Secure Score to kick off initial conversations about security, they also find it a useful tool for creating on-going awareness around security and provide customers with an analysis as part of their standard service offering. Wortell makes it a practice to regularly run Office 365 Secure Score while they’re at customers and then review results. This typically drives deeper conversations about the organization’s current security posture vs. their goals, and can lead to customer adoption of additional security features and services.

“I really, really love Secure Score and what it brings to the discussion, what it brings to the table.”



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The Secure Score is a numerical summary of an Office 365 customer's security posture within Office 365 based on system configurations, user behavior and other security related measurements; it is not an absolute measurement of how likely that customer's system or data will be breached; rather, it represents the extent to which the customer has adopted security controls available in Office 365 which can help offset the risk of being breached. No online service is completely immune from security breaches; the Secure Score should not be interpreted as a guarantee against security breach in any manner.