CASE STUDY

IATA

Making the M365 environment better protected, governed, and controlled

Syskit

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Customer

IATA stands for the International Air Transport Association. It is a trade association of the world's airlines, representing 320+ airlines or 83% of global air traffic.

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Challenge

Considering the sensitive nature of their data and over 17,500 external users, IATA needed comprehensive insights into user activity, content sharing, and security.

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Solution

Syskit Point proved to be an ideal platform to help IATA get insights on user access and their activity and automate governance controls and policies.

04

Results

With Syskit Point, IATA can effectively govern content and data in M365 to contribute to the overall security of their Microsoft 365 estate, which has over 17,500 external users.

IATA stands for the International Air Transport Association. It is a trade association of the world's airlines, **representing 320+ airlines or 83% of global air traffic.** IATA was established in 1945 and is headquartered in Montreal, Canada.

The association plays a crucial role in the aviation industry by setting safety, security, and efficiency standards while assisting airlines by simplifying processes and reducing costs.

In addition to establishing industry standards, IATA provides services such as training and consulting and offers various products to support the aviation industry; it also advocates for the interests of airlines worldwide.

> *We have been using Syskit Point for over a year now and it has become an integral part of our operations across IATA's Microsoft 365 platform, and I couldn't imagine going back to the previous setup. The fact that our site admins can now access this information themselves instead of requesting it from the support team is a true game changer which allowed us to become more efficient and productive.*

– Daniil Stoliarov, Specialist O365 Governance

Lack of visibility on users and content in the M365 tenant

Given the sensitivity of the data stored in Microsoft 365, IATA needed comprehensive insights into user activity, content sharing, and security. This was accentuated by the large number of external users, **currently exceeding 17,500**, having access to IATA's M365 environment.

While the IATA team is continuously looking for ways to improve the governance efficiency of their platforms, they were looking for something more than just a tool that could automate repetitive manual tasks; rather, they had a reliable partner in mind who would be able to address their requirement to **improve M365 management in the long run.**

Visibility, security, and automation through Syskit Point

IATA selected Syskit Point for its ability to provide various **insights on user access** and their **activity** as well as **automation** of governance controls and policies. The implementation process went smoothly, with only minor adjustments to IATA's needs, which were addressed by Syskit Point's support team immediately.

Full visibility of IATA's entire Microsoft 365 environment

Straight from the home screen dashboard, Syskit Point gives IATA's IT team a quick overview of their M365 environment, including potential vulnerabilities and the mechanism to address them.

In addition to providing comprehensive insights, Syskit Point also enables IATA's IT team to empower resource owners to manage their resources more efficiently. The resource owners can now quickly generate different audit reports and easily govern their resources **without going to the IT or Security team.**

Process automation across the company

With Syskit Point, the IT team can perform management actions straight from the data overview; these include revoking/reassigning user access/permissions if needed, deleting an anonymous link, and other actions which are not limited to:

- Periodical review of external user activity, removing inactive users;

- Automated audit reports on permission changes on most critical resources;

- Providing site admins with multiple audit reports with just a couple of clicks;

- IT admin and site owners getting automated alerts on external sharing.

Controlling external access and improving security

Since IATA stores some **critical data** and shares it with the industry, it is paramount for them to have a solid understanding of how that data is used and shared. Syskit Point's audit logs enable IATA to monitor user access and their activities. In addition to user access, they can demonstrate what actions were taken around the company's data.

The tool enables IATA to **drill into the exact actions** they're interested in — who accessed a document and who shared it — and get the required information they need quickly and efficiently. They also get notified of user actions, allowing them to react as soon as any suspicious activity occurs.

What sets Syskit Point apart from other solutions is that it doesn't just focus on providing the user with the information that's needed. It gives actionable process–es and tools to improve the Micro–soft 365 environment through multiple use cases. And the sup–port from the Syskit team is second to none!

– Daniil Stoliarov, Specialist O365 Governance

Enhanced control over the M365 environment with over 17,500 external users

After over a year of continuous use, IATA has managed to achieve great results in its complex and constantly growing Microsoft 365 environment, including:

1. **+17,500 external users managed**

   With Syskit Point, the IATA team can effectively govern content and data in M365 to contribute to the overall security of their Microsoft 365 estate.

2. **From thousands of orphaned user records to none**

   Thanks to the orphaned user reports, the IT team easily cleaned all orphaned users from their tenant, resulting in a better managed and organized environment.

3. **Empowered power users**

   Syskit Point didn't help just the IT team at IATA. Introducing the platform resulted in substantial positive changes in the way their platforms are managed and governed by reducing dependence on their IT team.

Interested to see Syskit Point in action? Try our 21–day free trial.

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