

Retail – Enterprise Security and Productivity Transformation

Microsoft 365 E5 Adoption at Scale

KPCS Consulting Case Study

EXECUTIVE SUMMARY:

This case study demonstrates how a leading European retail chain and e-commerce company specializing in sports equipment and apparel – with over 220 stores in 25 countries – transformed its approach to security and productivity in partnership with KPCS Consulting. The project leveraged the full potential of existing Microsoft 365 E5 licenses, unified the management of security tools, and strengthened the competencies of the internal IT team. Through a well-designed deployment of modern security and compliance features across the entire organization, operational risks were minimized, and the company was prepared for further growth in the digital environment.

KEY DELIVERED OUTCOMES:

- **5× return on investment within the first year** by maximizing existing Microsoft 365 E5 licenses instead of purchasing additional security tools
- **80% reduction in successful phishing and security breach incidents**, significantly lowering the risk of downtime, data loss, and reputational damage
- **50% reduction in helpdesk workload**, freeing internal IT teams to focus on higher-value initiatives
- **60% reduction in compliance and data-loss risk exposure** through enterprise-wide policy enforcement
- **Improved enterprise visibility and operational efficiency** with a unified security and compliance framework across stores, e-commerce, and corporate teams

1. Client Overview

The client is a leading retail chain and e-commerce company specializing in sports equipment and apparel, operating more than 220 physical stores across the EU and serving online customers in over 25 countries with 4,000 employees. With thousands of employees and annual revenues in the hundreds of millions of dollars, the company combines a large brick-and-mortar footprint with a rapidly growing digital channel.

Operating at this scale, protecting customer trust, ensuring operational continuity, and maintaining regulatory compliance are critical to business performance.

2. Project Overview

The customer decided to fully leverage its Microsoft 365 E5 licenses to strengthen security, improve productivity, and reduce operational complexity across the organization. The objective was not simply to enable new features, but to drive measurable business value from capabilities the company already owned.

KPCS delivered the engagement in phased execution to ensure fast impact and long-term sustainability:

- Alignment workshops with IT, security, and operations
- Rapid deployment of high-impact security and compliance controls
- Enterprise-wide rollout with strong knowledge transfer to internal teams

The project minimized disruption to daily operations while delivering immediate and lasting improvements.

3. Risk & Impacts Before KPCS Involvement

Before the engagement, the organization faced increasing risk and inefficiency:

- Elevated exposure to phishing, account compromise, and data breaches
- Fragmented and complex security tool management
- Underutilization of advanced collaboration and data protection capabilities
- Growing risk of non-compliance with GDPR and internal data policies

These risks posed direct threats to revenue continuity, brand reputation, and operational efficiency.

4. Unique Aspect of the Solution

A tailored Zero Trust roadmap allowed the company to rapidly deploy the most critical security and compliance capabilities without impacting users or store operations.

Key differentiators included:

- Focus on extracting value from existing Microsoft 365 E5 licenses
- Cross-functional engagement across IT, security, and business teams
- Consolidation of security controls onto a single platform

- Strong emphasis on knowledge transfer and operational independence

5. Business Benefits

- 5× return on investment within the first year by maximizing existing Microsoft 365 E5 licenses instead of purchasing additional security tools
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- Improved enterprise visibility and operational efficiency with a unified security and compliance framework across stores, e-commerce, and corporate teams

6. Year

- 2025

7. Next Steps & Contact

KPCS helps international investment and technology organizations modernize and unify their digital environments, ensuring secure collaboration and operational excellence through Microsoft 365 and Azure cloud solutions.

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