



# ECRM in Microsoft 365

## Implement Enterprise Content and Records Management (ECRM) in Microsoft 365 (M365) to ensure frictionless collaboration and Comprehensive governance within your organization.

ECRM has always been the realm of sophisticated and overbearing technologies, hard to implement, and complex to maintain. IQBG, a leader in the field of content and records management, has worked with Microsoft to deliver an enterprise solution for all content and record management requirements within M365. Making use of a combination of industry specialist records managers and M365 specialists, IQBG can develop a solution, regardless of the requirements.

With the technologies available in Microsoft 365, IQBG can implement an ECRM solution that satisfies all requirements, including highly regulated environments.

IQBG has developed an agile approach to deploying ECRM solutions using M365. Our iterative approach uses sprints to facilitate rapid deployment, focused on delivering maximum benefit as quickly as possible.

### Why ECRM in M365?

#### Enable your employees to:

- Develop an organization-wide information architecture design
- Manage content creation with co-authoring, versioning approvals, publishing, and structured, easily searchable metadata taxonomies
- Implement measured, continued compliance with global standards
- Develop granular records retention schedules which assist in reducing risk and liability for the organization
- Collaborate both internally and externally



Capture



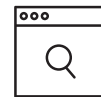
Classify



Manage



Archive



Discover



Dispose

### Reduce Costs by Reducing Friction in your Content Ecosystem

Research shows that there is a large amount of wasted time, which results from inefficient content practices. There is an opportunity to achieve a rapid return on investment (ROI) for this effort through increased employee efficiencies and workflows.

### Increase Employee Happiness

When employees are more productive and it takes less time and hassle to produce the same amount of collateral, it translates into more smiles per capita.

### Let your Information Architecture dictate your governance

The structure of your content ecosystem can dictate your governance posture. By changing corporate habits, content is automatically recognized, labeled, and managed – whether it is an email, a chat, or a document. The structure of your content ecosystem can dictate your governance posture. By changing corporate habits, content is automatically recognized, labeled, and managed – whether it is an email, a chat, or a document.

## Modernizing Enterprise Content Management with Microsoft Content Services.

**Content Services is a core offering for Microsoft 365, OneDrive, and SharePoint. Our tenets:**

- ECRM needs to embrace a holistic approach to managing the entire lifecycle of document creation, sharing, consumption, reuse, knowledge, and records management, archiving, and disposal
- Content Services covers the first mile as well as the final nine of a document's lifespan. We call this content velocity - as content moves through an organization, it gains value as it accelerates information discovery
- Content Services is people-centric - allowing for personal (copy/move, hashtags) and organizational management (knowledge, retention, records, and information lifecycle management)
- Policy and security: intelligent, simple, and automated - protects content at all phases of its life



### Harvest

Intelligently analyze, discover, reuse, search, dispose of content



### Create

Create, collect, and classify the documents you need to get work done



### Coordinate

Share, discuss, and coauthor content using groups, metadata, taxonomy, Teams, Flow, and PowerApps



### Protect

Manage compliance and reduce risk with lifecycle, information architecture, auditing, rights management, and ediscovery

## Office 365 Data governance Framework

Source: Microsoft

Import		Govern		Monitor
Import	Classification, Policy, & Sensitive Types	Retention, Archival, & Disposition	Dashboards, Insights, & Reporting	Audit, Supervision, & Defensibility
Intelligent import of on-premise Microsoft and third-party data	Manual and auto-classification of content to apply right governance policies	System-enforced lifecycle disposition workflows and defensible deletion processes	Monitoring reports and intelligent trend identification and suggestions	Data investigation, forensics, automated audit alerts, and notifications

## Expertise Across ECRM Universe

- Strategy consulting and advice
- Policy and process design and implementation
- System deployment to manage entire lifecycle of digital and physical records in accordance with National Archives and Records Administration (NARA) and departmental standards

IQBG offers the most trusted and proven Enterprise Content Management implementations in the marketplace. Our approach to ECM will bring efficiency and ease to the process lifecycle of submitting, reviewing, approving, storing and accessing data in your system.