Better Together:

Why You Need Microsoft 365
& Records365 for Powerful
Data Management

2022

RECORDPOINT™

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Accurate and reliable records management is an essential process for any business — but it's often incredibly complex and inefficient if you're using outdated systems. **Until now.**

That's why we wanted to take a moment to highlight a few of the most common challenges and how you can best utilize the combined power of Microsoft 365 and Records365 for an optimal solution.

Information Drives Everything in Your Business

Organizations are creating more information than ever before and the remote workforce is using an always-growing number of platforms to store and share this content.

Between these issues and the recent spike in regulations around data privacy and governance, it's becoming increasingly difficult for organizations to effectively manage records and meet compliance requirements.

These challenges are further compounded by the fact that Microsoft 365, one of the leading business software platforms, offers a practical but somewhat limited records management solution.

If your business struggles to efficiently manage records, remain compliant, and properly classify or delete records in a timely manner, you may need to implement a more robust records management system.

When you leverage a system like Records365 in tandem with Microsoft 365, you extend the capabilities and benefits of each platform even further.

▶ **Read further to discover the power and functionality Records365 can bring to your records management processes.**

In this ebook, we'll walk you through:

Widespread Adoption:
Why Your Business Is (Probably) Already Using Microsoft 365

Used by over a million organizations around the world, Microsoft 365 is **one of the most popular business platforms**. Your company is most likely among those using it for a wide range of functions — and records management may be among them.

Microsoft is well-known for being the home of apps like Word, Powerpoint, and Excel. Today, it also includes a number of other products and services, such as Outlook, Sharepoint (a collaborative platform to store and share files), and Teams.

The COVID-19 pandemic increased the popularity of Microsoft 365 even more. Teams became widely adopted to allow businesses to easily communicate and operate in the face of remote work challenges.

As a leading content service provider, most businesses don't think twice about implementing Microsoft 365. After all, it has so many uses and is easily understood by most employees.

Unfortunately managers often don't realize how integrating additional platforms with Microsoft can make the platform even more powerful.

Microsoft 365 includes a Records Management module as part of their compliance centre (now called Microsoft Purview). This module is closely tied with Sharepoint and available to all users with an E3 or E5 (mid-tier or high-tier) license. While organizations with an E3 license can retain and categorize files, functionality is limited.

An E5 license unlocks new capabilities around file plan building, disposition, and records automation.

> ▶ **Are either of these products sufficient to meet your company's complex and ever-changing needs around records management? Keep reading to find out.**
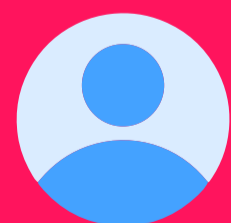
Microsoft 365 has

> 145 million daily active users

with more than two-thirds of these users sharing, collaborating, or interacting with files that may not be stored in other systems.

Records Management – Essential But Often Inefficient

Records management is both an opportunity and a risk for organizations. The risks of poor records management have been understood for some time: inefficient work processes, poor decision making, and financial penalties if sensitive information is not properly protected, stored, or destroyed.

Companies are only recently beginning to understand that information, as one of their most valuable assets, also presents an opportunity. When records are appropriately identified and controlled, employees are more productive and make better-informed decisions.

With a system that gives you the right level of visibility and accessibility, you'll be able to manage documents in a compliant and transparent manner that protects both your business and your customers.

Common Challenges in Records Management

The compliance and data management landscape is a rapidly evolving field. Companies are creating, sharing, and using more data than ever before. Many traditional document management systems rely on manual user actions to identify and classify records, and these processes simply cannot keep up with the speed at which content is created.

Records employees are in desperate need of a better method to handle this increased velocity.

Legacy systems are often not properly maintained and contain outdated information. Without regularly appraising and cleansing information, systems can contain thousands of incomplete or irrelevant records that impact the success of your business.

In addition, app deployment and content management are rapidly expanding beyond Microsoft 365.
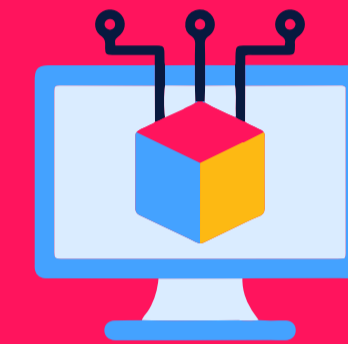
Many organizations access

more than 100 systems and data repositories

on a daily basis, including SaaS platforms.

It's a complex challenge to access and govern such widely dispersed information. Without centralized systems or a policy-based strategy, it's nearly impossible for organizations to keep data organized and meet compliance needs. The traditional single-silo approach, where each department's information is stored and accessible only in their own systems, is no longer sufficient.

Instead, organizations must seek out solutions that make disparate information more accessible and can scale records management efforts through policy and AI.

It's not only a matter of how organizations manage and access their data, either. As information grows at an exponential rate,

you must be able to properly utilize it and deliver benefits in real-time.
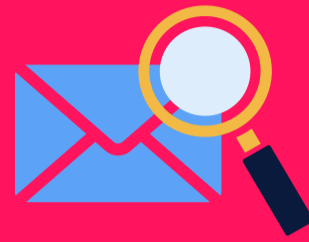
It's essential that your system

properly keeps track of data

so you can always feel confident in the information you hold.

Since you rely on data to inform strong business decisions, you must ensure it is as accurate, relevant, and complete as possible.

Another difficulty organizations must grapple with is the increased focus on consumer rights, data privacy, and trust. Many records contain sensitive, personal information that is increasingly regulated by governments. As laws like GDPR and CCPA become commonplace, your organization needs a strategy to stay on top of compliance requirements — and out-of-the-box records management may not be enough.

In light of these obstacles, you need to update your records management systems and find more efficient ways to manage your information.

The Shift to Cloud-Based Records Management

For too long, organizations have relied on manual records management processes. Before the adoption of cloud-based systems, users (or an in-house records team) were responsible for manually classifying and organizing records in shared folders such as Google Drive.

On-premise records management was replaced by in-place systems, yet processes were never completely overhauled to meet the rapidly evolving and demanding needs of organizations.

One such common (and painfully inefficient) practice is the need for records to be moved to the shared folder or official recordkeeping system.

While this may seem like a small step, it creates significant friction and takes away valuable time for the user when repeated many times per day.

It can also impact the quality of the record itself, due to issues such as broken links, locked documents no longer being available for modification, or the loss of revision history.

Simplify & Streamline With Cloud-Based Systems

To overcome these challenges and simultaneously keep up with the increase in content and data, businesses need a system that can appraise, classify, and secure information in real-time.

This system, when powered by automation and machine learning, can

▶ **eliminate**

manual processes

▶ **improve**

both collaboration and productivity.

A cloud-based approach to records management further empowers users to create, share, and access any and all information without burden or restriction. Users have full control over a system

they are confident in, while the organization knows its data holdings are properly managed and controlled.

This creates:
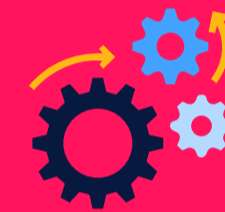
a more streamlined experience

removes the stress of constantly dealing with compliance issues

reduces the chance of accessing incomplete or inaccurate records

As cloud computing becomes more popular, it's recommended that all organizations consider a cloud-based approach to records management.

Microsoft 365 Records Management: Strengths & Benefits

As one of the most popular document management and collaboration platforms, it's no surprise that Microsoft 365 offers records management among its range of products. However, it's worth noting that the most powerful version of this product is only available to users on the highest tier (E5) subscription.

Microsoft's records management platform uses a hybrid approach that ties together the more traditional 'declaration' model with automation. While it does have some limitations, it's a solid foundation for basic records management needs. You can leverage these capabilities and strengths throughout the lifecycle of your business's content:

01 Easy Organisation with File Plans

Easily classify your records with this tool for organizing data. Bring an existing file plan structure into Microsoft 365 or create a new one for enhanced management capabilities.

02 Manual and Automatic Labels

Create and use labels to identify different types of records. You can manually apply a label or do so automatically based on a record's information, keywords, or content type.

03 Event-Based Triggers

Many records are disposed of after a certain amount of time has passed, but this is not always the case. Use this feature to manage retention periods based on trigger events, such as when an employee leaves the company or a contract expires.

04 Disposition Management

Validate the disposal of files by having the appropriate party review them before deletion. Access proof of deleted records and export information about them for future reference.

05 Information Governance and Protection

Use these features in conjunction with the records management suite. You can define and publish labels, retention policies, or security classifications to bring better visibility and transparency to your internal processes.

Microsoft 365 Records Management: Limitations & Drawbacks

Microsoft 365's records management platform is often sufficient for smaller organizations without large numbers of records or highly complex data needs.

That said, it also presents a few challenges. Organizations that rely solely on this product to manage their records may struggle with one or more of the following:

01 Generalized Standards

While the platform does have built-in compliance standards, they are generalized requirements that may not match your business obligations. Since Microsoft 365 is used by so many users in different regions, its standards are not localized to meet industry-related or jurisdictional standards. In addition, it often doesn't meet some organization's requirements for recordkeeping standards such as ISO:15489 or ISO:16175.

02 Only Supports Microsoft Products

You can only use the platform for files and records stored in the Microsoft 365 ecosystem, including Sharepoint, OneDrive, and Teams. If your business uses other content systems or apps, or still relies on paper files in addition to digital records, you'll likely need a records management system to effectively store and manage your data.

03 Static Labels and Rules

Record names, labels, and rules are "set and forget": they are not automatically updated as a record evolves through its lifecycle. Classification, retention outcomes, or data itself may be inaccurate or become outdated quickly. Users must risk this obsolescence or set aside time to manually update and verify their records system, an inefficient and often frustrating process.

04 Less Robust Disposition

Microsoft 365's review and decision capture process is not as powerful as others. Records may sometimes be automatically deleted without formal review or approval, and the system provides minimal context to managers during the review process.

05 Flat File Plans

Since file plans are label-based, users cannot create hierarchical file plans or organizational systems. This single-level format offers no support for any form of inheritance and makes it difficult to comply with government standards that require a hierarchy.

06 Limited AI Capabilities

While Microsoft 365 does leverage machine learning, the AI capabilities were not designed to eliminate manual tasks associated with records management. The system can detect document types – such as an invoice – but cannot classify all records. It also needs a much larger number of records to train the machine learning program, which is not feasible for all organizations.

To overcome these challenges, many companies are turning to records management solutions that can work in tandem with Microsoft 365, providing further capabilities without the need for additional processes or workflows.

07 Team Management Difficulties

As this module is simply part of the greater compliance center, Microsoft 365 does not have a specific user role for record managers. That means members of the records team will need elevated admin privileges that could expose them to confidential information they normally wouldn't have access to.

Records365: A More Powerful Records Management Solution

RecordPoint is a provider of a records management solution that ties in perfectly with Microsoft 365. Records365 is an industry-leading SaaS platform that delivers a transparent, all-in-one, cloud-based records management system.

product, and tech-savvy users can even build their own integrations.

Users benefit from modern, intuitive, and user-friendly records management and collaboration.

Automation takes care of a lot of the work, so there's no need for employees to manually classify or organize data. You can also create, share, and work on content in a wide variety of formats.

It helps organizations

meet all of their compliance obligations

without burdensome processes.

Records365 supports the modern Microsoft 365 suite — and so much more. It delivers the same powerful management capabilities for records stored through internal network file shares and external document management platforms such as Dropbox, Zendesk, Salesforce, Workday, Oracle, and many others. New connections are added all the time to allow more businesses to leverage the

Additional Benefits of the Records365 System

▶ Users will be more productive, efficient, and deliver better business outcomes when they are no longer burdened by manual record procedures.

▶ Create a more agile and adaptive approach to information. Users can manage records across disparate applications without duplicating or transferring data.

▶ Records managers can more easily search for and discover any record in any location from one platform.

▶ A single view of compliance keeps information and data sources consistent with required recordkeeping and industry standards.

▶ Incorporate physical records management into your data. Keep track of physical movement, organize boxes or folders of records, and much more.

▶ Robust and defensible disposition ensures records are never improperly destroyed. Managers can triage, view, and authorize record deletion.

▶ All data and records are classified, stored, and managed in a consistent manner.

▶ Gain the flexibility to retire legacy information systems and introduce new ones. The system can support rapidly-changing landscapes in a timely and cost-effective manner.

Record365's Game-Changing AI

Automated intelligence and machine learning are fast-growing trends in records management. Since records management AI is purpose-built to eliminate manual classification, they allow organizations to better identify sensitive data, make stronger decisions, and limit risk.

Record365's intelligence engine gets smarter over time and can auto-classify every document as it comes in, improving your organizational system without a robust information management team. It's one of the few "off-the-shelf" solutions that offers a full range of functionality to organize and analyze data with greater precision. This means you'll always feel confident that information, whether physical or digital, is accurately classified and properly protected.

With an automated system, you can apply record policies, names, and labels automatically as content is created. Manage and scale your ever-growing databases with full transparency — and without manual effort, specialist skills, or ongoing maintenance. By eliminating records management tasks, you'll increase employee efficiency and satisfaction.

Better Together: Using Microsoft 365 and Records365 for Ultimate Records Management

Microsoft 365 delivers a strong range of out-of-the-box features that enable users to easily create, share, and access information. But while it includes fundamental records management features, it lacks the capabilities that some organizations need to comply with regulations and standards.

However, moving away from Microsoft 365 entirely is unfeasible (and unnecessary) for most organizations. If your business wants to manage records more efficiently and ensure compliance, you might want to use a system like Records365 in addition to Microsoft.

Using Microsoft 365 as a content source and implementing Records365 as a records management platform to extend its capabilities will

provide far better results

than using Microsoft 365 alone.

Since Records365 is designed for Microsoft-based content AND non-Microsoft-based content, it provides consistent functionality and user experiences for all content sources.

The Best of Both Platforms

By embracing the features and capabilities provided in Microsoft, Records365 brings out the best of both platforms and empowers you to:

▶ Easily comply with all recordkeeping regulations, including compliance standards, local laws, and privacy and cyber-security protocols. Mitigate risks and keep your data secure.

▶ Better manage information and maintain greater control across multiple content sources. Tear down silos and manage all business-critical data in a single, centralized portal.

▶ Easily and automatically update file plans, retention schedules, and more to adjust to changing business or regulatory requirements.

▶ Manage everything from one place without the need to duplicate or transfer information. This enables employees to discover new information trends and work more collaboratively from a holistic platform.

▶ Overcome the challenges and misunderstandings that arise with inconsistent records management. Benefit from a consistent experience to manage records from any source or system, including physical records.

▶ Improve accuracy and productivity — without the heavy lifting. Leverage the power of machine learning and automation to simplify records management without cumbersome activities or incurring high costs.

▶ Enhance Microsoft's abilities to better classify data. Take advantage of pattern matching and machine learning, move beyond manual labels, and access metadata and rules from the Records365 system.

Records365 offers deep but non-intrusive integration with each of the Microsoft 365 products. It supports all licenses so users can leverage any app or solution, including workflows, themes, and designs. Whatever your preferences, Records365 will never impact or restrict your usage.

This flexibility makes it simple for your team to adopt Record365's software and effectively deploy its elements across your organization.

Key Considerations: Do You Need a Records Management System?

Not every organization needs a robust records management solution. When evaluating if a system like Records365 could be beneficial on top of your existing system, you'll need to consider questions such as:

01 Does Organisation Size Matter?

Regardless of company size, your need for a records management system will depend on your business processes, the need for regulatory compliance, and your desire for efficiency and effectiveness.

If you only have one location, don't create a lot of content, or aren't required to meet any regulatory requirements, Microsoft 365 may be sufficient to keep track of your records.

02 What Types Of Records Do You Have?

Since Microsoft 365 only supports the Microsoft ecosystem, you can only store records in a limited number of formats. If you store valuable information in other formats (like images, videos, or audio), you'll need a more robust management system. Since Microsoft 365 only supports the Microsoft ecosystem, you can only store records in a limited number of formats. If you store valuable information in other formats (like images, videos, or audio), you'll need a more robust management system.

03 What Are Your Compliance Requirements?

As already noted, Microsoft 365's records management platform alone does not meet several ISO standards or local regulations. If your business is in a highly-regulated industry or offers a public service, you may have no choice but to implement a more powerful records management system.

04 What Systems Do You Use To Manage Records?

If you're a small organization that stores all of your content and documents inside Microsoft 365, you might be able to manage with their records management system. But if your team uses multiple apps or systems to store data, you'll likely need a system like Records365.

This system provides consistency and a systematic application of your policies, no matter where records are coming from.

Is Your Organisation Ready For A Records Management System?

Microsoft 365 is a great product for many purposes. But when it comes to records management, its functions are simply too limited for some organizations.

It's time to stop struggling with comparing and managing data from disparate systems, manually classifying and naming records, and other outdated records management processes that are costing your business time and money.

If you're ready to maximize business efficiency, empower employees with a centralized system, and finally feel confident in compliance, you need to use Microsoft 365 as a content source and implement a more powerful records management solution.

Only when you use these platforms together can you truly unlock the transparency, simplicity, and versatility you need.

▶ **Learn more about Records365 and how its innovative system can prepare you for the challenges of records management, today and in the future:**

www.recordpoint.com

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