> " We want users to have **the best experience** and go about doing their job, while information is harvested in the background. We can use **Microsoft Teams and know that everything is being captured**.

Fiona Eardley, Corporate Records Manager, NatureScot

NatureScot
Scotland's Nature Agency
Buidheann Nàdair na h-Alba

Maximising the use of Microsoft Teams in a governed environment

Enabling users to collaborate with Microsoft Teams whilst automatically capturing corporate records has allowed NatureScot to support user openness and ease, while ensuring information management is built into everything they do.

THE CHALLENGE

NatureScot are Scotland's nature agency, working to protect and promote the country's natural heritage.

In 2020, adjusting to the impacts of the pandemic, NatureScot rapidly deployed Microsoft Teams to enable improved communication and collaboration for staff.

With this change came a number of concerns over data risks, including the potential for information to be lost, misplaced or not saved by users.

THE SOLUTION

NatureScot deployed Objective Gov365 to govern their files and posts for users across all Microsoft Teams. The organisation also governed the way that Teams were created to help with usability, consistency and control.

Objective Gov365 enabled them to automatically capture their records into Objective ECM in context with other records, to provide all information relating to a business activity.

NatureScot leveraged the information to be able to easily respond to FOI and other requests.

THE OUTCOME

- **Records compliance** – all records created in Teams are governed without user intervention

- **Loss reduction** – information at risk of being lost in Microsoft Teams is captured in context

- **Effective automation** – information is harvested into the main file plan, inheriting individual retention schedules and making it easily locatable for future requests

- **Openness** – users can participate and collaborate in conversations, rather than less accessible platforms such as email

100%
of governed data
auto-captured

250+
governed teams
across the organisation

7
FTEs saved,
representing significant time and cost savings

Remote, Mobile and External
user content is governed