



Orchestry



THE UNIVERSITY OF
WAIKATO
Te Whare Wānanga o Waikato

From Sprawl to Self-Service: How the University of Waikato Drove Governance and Adoption with Orchestry



Self-Service Governance
for Microsoft 365



Simplified IT Workload
and Operations



Accelerated Adoption
and Collaboration



About the University of Waikato

The University of Waikato is a leading educational institution in New Zealand with more than 14,000 students and 2,700 staff across two campuses. As part of its migration from Google Workspace to Microsoft 365, the University's IT Services (ITS) team needed to balance ease of use with strong governance and lifecycle management.

The Challenge: Governance Without Bottlenecks

Google Workspace had given staff wide freedom, but at the expense of control. Teams and files proliferated without clear ownership, making it difficult for ITS to enforce information management policies or ensure data security. Staff could collaborate freely, but the lack of governance led to uncontrolled growth and risk of data loss or confusion.

In moving to Microsoft 365, the ITS team wanted to maintain collaboration and flexibility while putting in place the governance policies the University required. They also wanted to avoid becoming the "Teams request police," manually approving or denying requests and slowing down collaboration.

Key requirements included:

- ✓ Giving staff the ability to self-serve and create teams when needed, without IT intervention
- ✓ Enforcing lifecycle management guardrails so teams were never left ownerless or unmanaged
- ✓ Providing visibility into usage and guest access to prevent unauthorized access
- ✓ Ensuring the solution was simple to manage, without specialized staff or scripting

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We needed the University to take responsibility for the data they put in Teams — but with the appropriate guardrails in place. We wanted to avoid a mess in information management and security issues like we had in our Google Workspace.



IT Services
University of Waikato



Selecting Orchestra

The University evaluated several governance tools, including ShareGate, AvePoint, and Powell. Cost, usability, and end-user enablement were non-negotiables.

Orchestra stood out for being intuitive, cost-effective, and easy to manage, while also providing lifecycle policies and reporting that aligned with governance requirements.

Implementation & Adoption

The rollout took weeks, not months. ITS quickly set up Teams and SharePoint templates, defined workflows, and aligned policies with Orchestra's lifecycle tools.

Adoption was immediate. Staff could create and manage Teams without bottlenecks, and IT no longer had to act as the "request police."

Results & Impact

Orchestra has delivered measurable benefits across governance, adoption, and productivity:



Governance guardrails

No ownerless Teams or sites. Automated review reminders reduce compliance risks and support privacy obligations.



Adoption & collaboration

Staff embraced self-service, removing bottlenecks and accelerating Teams usage across departments and teams.



Time savings

~75 hours per month (over 900 hours per year) freed, the equivalent of 0.5 FTE. This translates to an estimated NZD \$54,000¹ in annual cost savings.



Lifecycle management

36% of existing workspaces flagged for archiving, preventing clutter and avoiding unnecessary storage and licensing costs.

"Orchestra has been a set-and-forget solution for us. It's very low touch for IT, but delivers very high value across the University."



Robert Jurgensen

Head of Cloud Infrastructure

¹ Savings estimate calculated using Orchestra's ROI calculator, based on typical staff numbers, hourly rates, and site counts for the University of Waikato.

Business Transformation

With Orchestra, Waikato's IT Services team can balance flexibility and governance. Staff are empowered, adoption has accelerated, and compliance guardrails are built in.

By simplifying governance and empowering staff, ITS is able to support the University's broader mission of enabling teaching, research, and collaboration without compromising oversight.

Looking ahead, the University plans to leverage features like Orchestra's Copilot Dashboard, Workspace Reviews, automated archiving, and Microsoft 365 Archive integration to support Copilot readiness and optimize storage. These features will help the University manage Teams and SharePoint sites more efficiently, prepare for new technologies, and reduce costs.

Key Benefits Experienced

Waikato used Orchestra to keep creation easy and governance consistent. That balance improved day-to-day operations and freed IT to focus on what really matters.

- ✓ Staff empowered with self-service inside governance guardrails
- ✓ Adoption and collaboration accelerated across campus
- ✓ Compliance strengthened through automated guest access reviews and lifecycle management
- ✓ ~0.5 FTE headcount avoidance, freeing IT capacity for higher-value projects
- ✓ Governance efficiency enabling ITS to support the University's teaching and research mission

If another university or organization is considering Orchestra, my advice is simple: Don't hesitate. It just works.



Robert Jurgensen
Head of Cloud Infrastructure



36%

of Teams identified for archiving or removal



~75hr

IT hours saved per month



~0.5

FTE headcount avoidance



“Our staff love how simple Orchestry makes it. They can create and manage Teams whenever they need to, which has driven adoption and collaboration right across the University.”

IT Services
University of Waikato



Unlock the full power of Microsoft 365 with Orchestry

Trusted by IT teams worldwide to simplify governance, empower users, and secure Microsoft 365.

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