



Overview

Country or Region: Germany
Industry: Education

Customer Profile

EUFH offers work-study and dual degree (combined Bachelor's and Master's) programs in a wide range of subjects. Approximately 1,500 students are enrolled on campuses in Brühl and Neuss.

Business Situation

For just over one year, EUFH had been using Microsoft Live@edu to connect students and faculty. This solution had been working well, but EUFH wanted to enable its community to interact in even more ways.

Solution

EUFH is adopting Microsoft Office 365 for education, adding Microsoft SharePoint Online and Microsoft Lync for greater collaboration to an environment that is already familiar with email services based on Microsoft Exchange.

Benefits

- Professional-grade tools for the work-study world
- Anytime, anywhere, any device access
- No onsite maintenance and no cost

Preparing Students for All Aspects of the Working World

*"You don't notice any major differences in **how** you use the services. What you notice is that you have access to an **expanded array** of services."*

Andreas Josko, Head of IT, EUFH

Students are drawn to the Europäische Fachhochschule (EUFH) in Brühl, Germany, because of its compelling work-study programs. They spend only half of their time there in the classroom—the other half they spend working in co-op arrangements with businesses and professional organizations throughout the region, getting hands-on experience in the field. EUFH officials wanted a messaging and collaboration solution that would support both environments effectively. On the one hand, that meant providing an infrastructure that would facilitate communication and collaboration among students and faculty—at any time and from anywhere. On the other hand, that also meant providing students with an opportunity to master the tools that businesses would expect them to use in the working world. EUFH succeeds in meeting both needs by using Microsoft® Office 365 for education.



“Because of our work-study programs, students are on campus only a few days each week....It was very important that students be able to access their email and documents from anywhere and at any time.”

Andreas Josko, Head of IT at EUFH

Situation

The Europäische Fachhochschule (EUFH)—the European University of Applied Sciences—is a small private German university with campuses in Brühl and Neuss. It offers a compelling combination of work-study programs, where students spend half their time on campus in the classroom and half their time working with companies in their field, as well as dual-degree programs, in which students earn both a Bachelor’s and a Master’s degree simultaneously.

EUFH had been using Microsoft Live@edu to provide an email infrastructure for students and faculty. With easy access to email, the Microsoft Web Apps for productivity, and Microsoft SkyDrive for storage and collaboration, the solution had been well-accepted and embraced by the community. But when Microsoft began discussing Office 365 for education with officials at EUFH, it was clear that there was a thirst for more features and functions than Live@edu had been able to provide. Students and faculty wanted more ways to collaborate, more ways to communicate—and Office 365 for education appeared to provide precisely the services that they were seeking.

Solution

Microsoft Office 365 for education combines the familiar Microsoft Office desktop suite with online versions of next-generation Microsoft communications and collaboration services, including:

- Microsoft Exchange Online for email, shared calendars, and shared address books.
- Microsoft Lync® Online for instant messaging and online video conferencing.
- Microsoft Office Web Apps for online access to Microsoft Office files.

- Microsoft SharePoint® Online for collaboration and resource sharing.

These applications run in data centers owned and operated by Microsoft, and Microsoft maintains the servers and the software on a day-to-day basis. This frees IT personnel at EUFH to devote their time and attention to activities that are more strategically valuable than maintaining an email infrastructure. And, because Microsoft keeps the Office 365 for education software up-to-date on the back end, users are always working with the latest software releases—without the local IT team having to oversee server migrations and upgrades.

Moving to Office 365 for education

Setting up Office 365 for the users at EUFH took very little time. Within two days, working without external consultants, a team of four individuals from the IT organization at EUFH had set up a pilot program and imported both the mailboxes and user credentials of a small group of users from the Live@edu environment.

User acceptability tests went well. “You don’t notice any major differences in *how* you use the services,” says Andreas Josko, Head of IT at EUFH. “What you notice is that you have access to an *expanded array* of services.” And shortly after the conclusion of the pilot EUFH decided on a migration plan to bring users over from the Live@edu environment to the Office 365 for education environment.

Benefits

For EUFH, the clear benefits of Office 365 for education lie in the expanded collaboration abilities that the service enables. Students and faculty can continue to exchange email using Microsoft Outlook—which is already familiar to them, so there is no new learning curve there—

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Andreas Josko, Head of IT at EUFH

but they can also interact now using Microsoft Lync. Whether students are at home, on campus, or at their work placement sites, they can interact using Lync instant messaging as well as Lync video conferencing.

Students and faculty will also be able to interact using SharePoint Online, which provides an even more flexible environment for collaboration than they had with SkyDrive and Live@edu. EUFH anticipates opening access to the SharePoint Online services associated with Office 365 later in 2012, but officials envision that faculty will set up SharePoint sites devoted to particular courses—and share course materials, lecture notes, videos, links to other resources, even software applications and tools that students might need for the course. Mr. Josko envisions students collaborating on group projects from any location, at any time, and from any device.

"One of the most important considerations we had when looking at Office 365 for education was its accessibility," Mr. Josko says. "Because of our work-study programs, students are on campus only a few days each week. The rest of the time they're at a work site, and it was very important that students be able to access their email and documents from anywhere and at any time. When we saw how easy it was to do that with Office 365, we were thrilled."

A focus on the real world

The fact that Office 365 for education is offered at no cost to educational institutions is certainly attractive, particularly at a time when universities around the world are pressed to make the most of their budgets and resources. But for EUFH there are additional benefits to using Office 365 for education.

"We're a university with strong ties to the business community," says Mr. Josko. "That's what our work-study programs are all about. We're training people to succeed in that world, and it's important to us that they become adept at using the tools that they'll be using in that world when they get out of school. Most companies rely on office productivity tools from Microsoft, and these are the tools that companies want prospective employees to know. With Office 365, our students are ready to handle that aspect of the work world from day one. They're fully prepared from the start."

For More Information

For more information about Microsoft products and services in Germany, call 01805 67 22 55. To access information using the World Wide Web, go to:

www.microsoft.de/bildung

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers in the United States and Canada who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about Europäische Fachhochschule Rhein/Erft, visit the website at: www.eufh.de

Microsoft Office 365 for Education

Microsoft Office 365 for education brings together cloud versions of our most trusted communications and collaboration products—Microsoft SharePoint Online, Exchange Online, and Lync Online—with the latest version of our Office desktop suite and companion web applications for educational institutions.

Office 365 for education helps save time and money, and it frees up valued resources. Simple to use and easy to administer, it is financially backed by a service level agreement guaranteeing 99 percent reliability. Office 365 for education features robust security, IT-level phone support, geo-redundancy, disaster recovery, and the privacy controls and standards that you expect from a world-class service provider.

For more information about Microsoft Office 365 for education, go to: <http://education.office365.com>

Software and Services

- Microsoft Office

– Microsoft Office 365