

Case Study



MEYLE: Comprehensive Support with Managed Services

Company Profile

Under the MEYLE brand MEYLE AG develops, produces, and distributes high-quality spare parts for cars and vans for the independent aftermarket. MEYLE offers its customers over 24,000 reliable and high-mileage spare parts, manufactured in its own factories and by selected production partners. The MEYLE product range is correspondingly sophisticated.

<https://www.meyle.com/>

Technologies

#Managed Services

#MFA

#Intune

Challenge

- Limited internal IT resources
- Building in-depth knowledge for long-term independent administration of selected products
- Desire for uninterrupted operations through direct interaction with experts

Solution

- Managed Services contract for the Microsoft 365 product suite
- Creation of a support forum in Microsoft Teams for quick, direct assistance of administrators
- Project-based consulting and targeted support for internally managed solutions like Intune
- Administrator training to foster sustainable internal knowledge building

Benefit

- Reduced workload for internal IT through M365 Managed Services
- Significant time savings thanks to faster, direct handling of service requests
- Uninterrupted admin workflows via the support forum
- Internal documentation of requests through the support forum

When it comes to their Microsoft tools, MEYLE relies on novaCapta. As part of their Managed Services contract, novaCapta supports MEYLE's entire M365 infrastructure. This includes classic collaboration tools such as Microsoft Teams, as well as Exchange, SharePoint Intranet, and OneDrive. "We're very satisfied with our collaboration with novaCapta. It's a true partnership, which is why it was clear to us that we would also turn to novaCapta for service desk support for our administrators," explains Ronny Herrmann, Head of Infrastructure and Workplace at MEYLE. To ease the burden on their administrators managing Intune and ensure smooth workflows, MEYLE sought a more direct support channel. In close collaboration with novaCapta, a tailored solution was developed: the Intune Support Forum.

The Intune Support Forum in Teams

To ensure independent administration and configuration of Microsoft Intune while also enabling swift expert support when needed, MEYLE aimed for more direct communication with novaCapta's specialists. The goal: uninterrupted work for Intune administrators.

Previously, Intune-related requests followed a traditional service desk ticketing process. The tickets were then processed according to the agreed procedures. To simplify this, the support forum was designed: within the MEYLE tenant structure, a dedicated Teams channel was set up for MEYLE administrators and novaCapta experts. Here, admins can quickly post questions about Intune configurations, best practices, and tips – without red tape or formal ticket processes. novaCapta's experts can respond even more quickly, reducing wait times and enabling direct, practical support.



novaCapta helps us manage our Microsoft 365 environment optimally. Through close collaboration, we always find tailored solutions – whether for Intune, MFA, or other topics.

Ronny Herrmann

Head of Infrastructure and Workplace
MEYLE



Our collaboration with novaCapta is highly efficient and cooperative. Thanks to the Intune Support Forum, our administrators receive fast and straightforward support – no long ticket processes, just direct access to novaCapta experts.

Ronny Herrmann

Head of Infrastructure and Workplace
MEYLE

Project-Based, Customer-Focused: Intune and MFA

In addition to the Managed Services contract that ensures comprehensive support for Microsoft tools, MEYLE – like many customers – also requires project-based consulting. These projects can span a range of topics, from expert guidance and training to rollout support. One such example was MEYLE's desire to receive expert input on Multi-Factor Authentication (MFA). After thorough internal research, MEYLE sought to validate their plans and discuss options with specialists. "The IT landscape is undergoing a transformation. This shift demands strong partners with deep expertise. With novaCapta, we stay aligned with Microsoft developments and have a reliable partner supporting our initiatives," says Ronny Herrmann. novaCapta advised MEYLE on new MFA mechanisms and options, tailoring recommendations to MEYLE's infrastructure. Test scenarios were demonstrated in a test tenant. Based on this, MEYLE was able to select the best solution and roll it out with novaCapta's support in just a few weeks.

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