



Sustainable Microsoft 365 Enablement for **Research and Administration**

Security

Consistent use of Microsoft 365 tools

Sustainability

Scalable knowledge for new employees

Skills Development

Internal power users enabled

Client

**PRIF – Peace Research Institute
Frankfurt**

Industry

Public Sector

Services

**Microsoft 365 training delivered by the
IT Campus**

PRIF – the Peace Research Institute Frankfurt - is a leading European research institute in peace and conflict studies. Across a wide range of disciplines, 160 employees work together relying heavily on digital tools. To further professionalize collaboration and fully leverage Microsoft 365 potential, the institute implemented a structured, sustainable training initiative in partnership with SoftwareOne's IT Campus.



The challenge

Digital Collaboration with Untapped Potential

In support of its research, PRIF uses Microsoft 365 extensively for email communication, document creation, data analysis, and presentations. While the platform was technically established, its features and applications were used inconsistently in everyday work. As a result, collaborative working methods did not reach their full potential.

„Microsoft 365 was technically in use at our institute, but it was applied inconsistently in daily work. Through the training sessions, we wanted to establish a shared understanding of how to use the tools efficiently and effectively. Our particular goal was to provide employees with suitable tools for cross-departmental project work.“

[Karina Kosmukhambetova, Digitalization Officer at PRIF - Peace Research Institute Frankfurt](#)

The institute's objective was to enable employees to use Microsoft 365 applications securely and efficiently. Beyond hands-on knowledge transfer, the training was designed to have a long-term impact and to support the onboarding of new employees. All training content also needed to be available in both German and English to support the institute's international workforce.



The solution

Tailored Training for Secure Microsoft 365 Usage

Together with SoftwareOne's IT Campus, PRIF developed a customized training concept closely aligned with the institute's practical requirements. An initial analysis identified and evaluated existing processes, applications, and specific needs in relation to relevant stakeholders. Resulting insights helped create a practical training program directly tailored to employees' daily work.

A key element of the implementation was the use of an experienced trainer team that has successfully worked together on comparable large-scale projects for many years. Clearly defined roles, a shared teaching approach, and standardized trainer guidelines ensured consistent content delivery while allowing flexibility for different target groups.

The training program was delivered in two stages. One focused on power users and multipliers with a focus on administration and advanced usage. Another addressed general users who needed an essential working knowledge of Microsoft 365 to confidently and securely accomplish daily tasks. In addition, the team created structured learning materials and videos in German and English to provide the institute a long-term knowledge base and valuable onboarding resource.

Throughout the project, SoftwareOne flexibly responded to changing conditions. Training sessions with lower demand were converted to open drop-in sessions, coordinated closely with the customer. In addition, the team delivered short-notice, target-group-specific training sessions for IT and executive management.



The outcome

Consistent Usage and Long-Term Knowledge Transfer

After completing the project, PRIF employees can use Microsoft 365 more securely and effectively. Applications are now approached more consistently and in a structured way, particularly in cross-site and cross-departmental collaboration. Power users have established themselves as competent points of contact within their departments and actively support colleagues in their daily work.

The ongoing availability of training materials and videos provides a key added value. These resources enable the institute to retain knowledge over the long term and to onboard new employees in a structured way – regardless of language or location. In addition, PRIF benefits from practical input on further developments in IT administration incorporated during the course of the project.



The training sessions have significantly increased confidence and clarity in how we work with Microsoft 365. It is particularly valuable that the knowledge we have built up remains permanently available and supports us both in day-to-day operations and in onboarding new employees.



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