



Enabling rapid response at scale for Environmental Risk Solutions with Microsoft 365

With Sourcepass and Microsoft, ERS consolidated its fragmented IT environment into a unified Microsoft 365 platform, enabling the swift and secure mobilization of specialized teams to effectively respond to environmental incidents worldwide.

Company Profile

Environmental Risk Solutions (ERS)

Customer Overview

Environmental Risk Solutions leverages decades of international experience to help clients mitigate, respond to, and recover from environmental catastrophes.

Industry

Insurance and risk management

Region

Global

Situation

When environmental disasters strike, Global Risk Solutions' Environmental Risk Solutions (ERS) division is on the front lines working to protect communities, ecosystems, and businesses. Effective response demands rapid deployment of temporary local teams, secure collection and analysis of sensitive data, and seamless coordination between ERS' corporate office and frontline workers on the ground.

Challenge

ERS was managing a patchwork of productivity tools inherited through acquisitions and legacy systems, including Google Workspace and multiple Microsoft tenants. This fragmented environment created friction in onboarding, inconsistent user experiences, and posed security concerns, especially for a workforce frequently using mobile devices to collect and communicate about sensitive information in incident zones. ERS needed a modern work platform that could support rapid onboarding and offboarding of temporary users and devices, while maintaining strict data security and seamless collaboration.



"Through the Sourcepass and Microsoft technology partnership, we're able to keep clients and provide excellent services with a minimum level of security concern, minimal level of interruption, and maintain good interfaces with our clients."

Steve Gosser, COO, Environmental Risk Solutions

Solution

Recognizing the challenge of ERS' urgent and unpredictable workforce needs, Sourcepass began with a two-week Modern Work Assessment to evaluate ERS' fragmented digital environment and identify opportunities to streamline operations, improve agility, and enhance security. Based on these insights, Sourcepass consolidated their multiple Microsoft tenants into a single, unified environment and led the seamless migration from Google Workspace to Microsoft 365 for the over 200 members of ERS' corporate office and core team — moving email, file storage, and productivity tools into a cohesive Microsoft ecosystem.

Sourcepass then tackled ERS' most pressing challenge: the need to rapidly and securely onboard temporary responders during unpredictable environmental incidents. To meet this demand, they implemented Microsoft Intune and Windows Autopilot, enabling secure, remote provisioning of mobile devices with minimal IT involvement. Microsoft Defender for Office 365 was added to strengthen endpoint protection, and Sourcepass guided ERS in selecting a flexible mix of Microsoft 365 F3 and E5 licenses to support frontline and core workers. This ability to scale from 200 to 1,000+ users on demand shattered the usual constraints of licensing complexity, allowing ERS to meet surging needs without hesitation.

Impact

- **1,000+ responders** securely onboarded and provisioned for field deployment with secure access to ERS' environment and Microsoft 365 tools. to match fluctuating workforce needs.
- **Cost-effective licensing** with month-to-month flexibility
- **Maintained security and integrity** of sensitive data during sensitive incidents.

Learn More

[Modern Work Assessment](#)

[Security Assessment](#)

Building a flexible, secure, agile foundation with Microsoft 365

By modernizing its digital infrastructure with Sourcepass and Microsoft, ERS gained the ability to scale its workforce securely and efficiently — ensuring that frontline teams are equipped to deliver on their mission when communities and clients need them most.

- **Rapid Scalability:** Onboarded entire teams in less than 24 hours.
- **Operational Agility:** Month-to-month licensing of the F3 licenses for Frontline Workers ensured cost-effective resource management.
- **Mobile Productivity:** Empowered frontline workers to use secure, managed mobile devices to gather and analyze data, access documentation, and collaborate in real time from the field.
- **Streamlined Client Communication:** Clients appreciate the use of familiar and secure tools like Microsoft Excel to receive data.
- **Security and Compliance:** Maintained high standards for data protection and secure access during sensitive deployments and ongoing investigations.

