

# Solving the Challenge of Profile Photos across Office 365

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Simon Schwartz,  
Infrastructure Support Analyst,  
Henny Penny

## The Predicament

Henny Penny, a global supplier of food-service solutions and products, was facing the challenge of keeping up with their employees in a growing company.

“We’re growing, titles are changing, people are getting promoted and pictures are very important.” says Simon Schwartz, Infrastructure Support Analyst. Missing Photos were making it challenging for employees to put a face to a name and keep up with their new colleagues.

As they undertook the move to Office 365, the troubles they were experiencing with picture requirements between SharePoint and

Exchange became more evident by the lack of adoption and the inundation of help desk tickets. This made the problem a priority that just had to be fixed.

The current process to keep up with profile information relied on PowerShell scripts and was proving to be too time consuming and administrative for IT, who could be spending their time on higher value strategic initiatives instead.



## The Solution

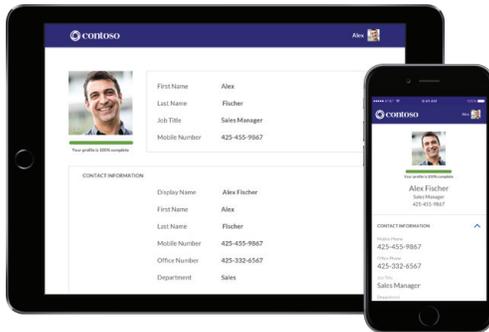
Henny Penny needed a way to ensure they could keep up with Microsoft’s changing landscape and requirements while making sure that all employees, had correct profile information and pictures.

The solution they were seeking needed to:

- Be easy to use and implement
- Provide a streamlined way to get employee photos across Office 365
- Identify and help overcome information inconsistencies

- Retain the control and ownership of the corporate directory with their Support team
- Reduce service desk tickets for profile information changes

Hyperfish’s automated method of keeping profile information complete and up to date, ticked all of these boxes for Henny Penny.



User Profile photo completion increased from 23% to 90% through Hyperfish

## The Outcome

Following a successful pilot of Hyperfish and configuration of the service to their requirements, Henny Penny felt confident to undertake a wider rollout of Hyperfish and has seen phenomenal results.

Henny Penny has been able to achieve 90% completion of profile photos for their users under Hyperfish. Prior to using Hyperfish this was only 23%.

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more efficient; we’re getting better and more consistent data. Hyperfish has filled a gap for us and made it easier for us to centrally manage that (profile) information” noted Simon.

Delve has become the new place to look up employee information across the entire organization. Additionally, the accuracy and level of completion of people profiles, is having a significant impact on user adoption of Office 365.