



 Microsoft 365 certified app

Behr Bircher Cellpack BBC AG Streamlines Governance and Integration with EasyLife 365 and ServiceNow



BBC GROUP

The Success Story

How we defeated
the Chaos Monster

Company Overview

Behr Bircher Cellpack BBC AG is a diversified industrial manufacturer focused on electrical infrastructure, automation, precision manufacturing, sensing technology, and sustainable packaging, serving customers in sectors such as energy, industrial automation, medical technology, and safety. With a strong focus on innovation and collaboration, the company relies heavily on Microsoft 365 to support its global workforce.

For Behr Bircher Cellpack BBC AG the goal was clear: one central process, initiated in ServiceNow, with seamless execution in Microsoft 365.

Location

Switzerland

Industry

Electrical Engineering / Manufacturing

bbcgroup.com

Solution Overview

Problem Solved

Behr Bircher Cellpack BBC AG needed a structured and scalable way to govern its rapidly growing Microsoft 365 environment while fully integrating with its existing ITSM platform, ServiceNow.

Solution

EasyLife 365 Collaboration

Enabling Partner

novoSYS AG | novosys.ch

M365 Products

- Microsoft Teams
- SharePoint
- Microsoft 365 Groups



Challenges

As Microsoft Teams adoption increased, so did complexity. Teams were created ad hoc, guest users accumulated without lifecycle control, and visibility across active and inactive workspaces decreased.

Key challenges included:

- **Lack of structured governance:** Uncontrolled creation of Teams, SharePoint sites, and groups led to inconsistent environments.
- **Missing lifecycle management:** No standardized process for reviewing, extending, or archiving collaboration spaces.
- **Guest access risks:** External users remained in the system long after collaboration ended.
- **Disconnected processes:** ServiceNow was already established, but Microsoft 365 provisioning required separate workflows.

Solution

Together with **novoSYS**, **Behr Bircher Cellpack BBC AG** implemented **EasyLife 365 Collaboration** with a strong focus on API-based integration.

Instead of introducing a new frontend, ServiceNow remains the single entry point:

- Users submit requests (Teams, SharePoint sites, groups, guest accounts) directly in
- Requests follow existing approval workflows

- Approved requests are transferred via REST API to EasyLife 365
- EasyLife 365 executes provisioning automatically using predefined templates

Results

Behr Bircher Cellpack BBC AG now benefits from a fully integrated and automated governance model:

- **One process, one system:** All requests are initiated in ServiceNow with seamless backend execution
- **Improved transparency and control:** Clear visibility across all collaboration spaces
- **Enhanced security and compliance:** Controlled guest access and lifecycle enforcement
- **Reduced manual effort:** Automated provisioning, reviews, and cleanup
- **Future-ready integration:** API-first approach allows integration with additional systems

By combining ServiceNow with EasyLife 365's open API approach, organizations can:

- Maintain existing ITSM processes
- Enforce governance consistently
- Deliver a seamless user experience



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The project at Behr Bircher Cellpack BBC AG demonstrated that effective Microsoft 365 governance is possible without introducing an entirely new process. When the right tool offers an open API approach and the vendor collaborates as a true partner, the result is a solution that works equally well for both IT teams and end users.

novoSYS Informatik

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novoSYS Informatik GmbH is a Swiss IT service provider specializing in modern workplace and managed IT solutions. The company supports organizations with consulting, implementation, and ongoing IT operations.

EasyLife 365

EasyLife 365 helps IT teams keep Microsoft 365 clean, secure, and under control by letting users manage their own assets like Teams, Guests, and mailboxes.



Looking for a place to create Chaos!

EasyLife 365 helps IT teams keep Microsoft 365 clean, secure, and under control by letting users manage their own assets like Teams, Guests, and mailboxes. Admins set the rules, and EasyLife 365 guides users to stay compliant and secure, without overloading IT.

 easylife365.cloud

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