



L.L.Bean

Unlocking efficiency



L.L.Bean

- Founded in 1912 by Leon Leonwood Bean in Freeport, Maine
- Led by grandson Leon A. Gorman for 40 years
- Annual Net Revenue: \$1.5B
- 5,000 year-round employees worldwide, up to 10,000 during peak
- Maine-based contact centers, distribution facility, and manufacturing facilities
- 54 full-price and outlet stores and kiosks in the U.S.
- 27 stores & outlets in Japan

Why did we move to the Microsoft cloud

Resource Lens:

- Large existing server footprint
- Corporate standardization
- Security and Reliability
- Licensing options (E3 vs F1)

Workforce Lens:

- Mobility and file accessibility
- Integrated Office 365 User experiences
- Ability to "Share"
- Single source of truth
- Better collaboration

Collaboration challenges



Hard to work with external partners

DropBox in use without appropriate security



Limited access/mobility to file share and docs

File shares organized by org chart vs. working groups





















Email collaboration inefficient and unwieldy



No co-authoring on file shares

SOPs in Office format, requiring full licensing to view

Our Top Stories

	Knowledge Workers	Manufacturing & Fulfillment	Retail Associates
Device	Laptop or tablet	Shared kiosk or PC	Shared kiosk
Function	Planning, Design, Business Models	Making boots and totes, Filling orders	Assisting customers in the store(s)
Locations	Maine, Costa Rica, & Japan	Brunswick, Freeport, & Lewiston, ME	All L.L. Bean stores
Focus	Process, Projects, Leaders, Workgroups	Communication push, SOPs, Leaders	Communication push, SOPs, Leaders
Apps Used	       	     	   

Knowledge Workers at L.L.Bean use it “all”

- Access using laptop, tablet, and phone
- Planning, Design, and Business Functions
- Located in Maine, Costa Rica, and Japan
- Focus on Process, Projects, Leaders, and Workgroups



Knowledge Worker wins

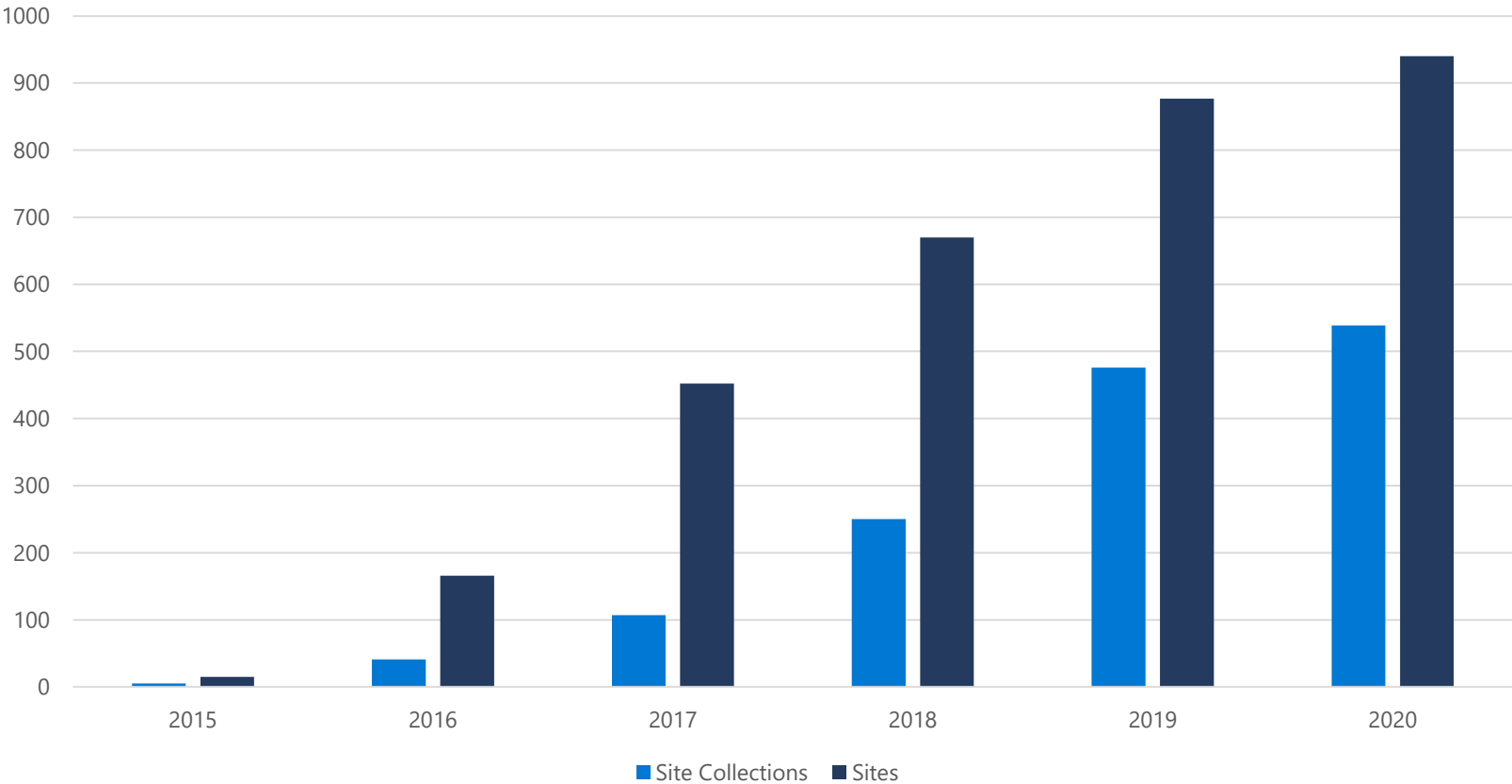
- Reduce cycle time with co-authoring, Office Pro, and SharePoint
- Improve meeting efficiency and reduce email churn with Teams
- Manage planning and notes transparently with OneNote
- Provide intuitive task tracking with Planner
- All security trimmed with "safe" sharing



Office 365 Rollout as of March 2020

- L.L.Bean project kickoff meeting 8/21/2015
- Microsoft kickoff/assessment meeting 11/5/2014

Office 365	Active Users	
	Mar-19	Feb-20
Exchange	4086	5050
OneDrive	2696	3280
SharePoint	3384	4013
Teams	1293	2749
Yammer	1932	2780





Demo

