

# PulseLearning Case Study

"We recently moved our Microsoft licences to Xeretec and have seen real, measurable benefits since making the switch. Right off the bat, we achieved a 19% cost saving, but the real value came from the added visibility and control we gained through their services."

**Denis Kissane, IT, Security, and Data Compliance Lead, PulseLearning**

## About PulseLearning

PulseLearning is a global provider of custom eLearning and digital training solutions. Headquartered in Ireland, the company has a fully remote team of 75 staff operating across the US, Canada, the UK, and Australia. PulseLearning helps organisations deliver impactful, learner-focused experiences that drive real results.

PulseLearning was already a client of Xeretec, and during a renewal discussion for their cyber security agreement, the conversation turned to Microsoft 365 (M365) licences.

Denis Kissane, IT, Security, and Data Compliance Lead, explained they were purchasing licences directly from Microsoft. Their Xeretec account manager suggested managing the licences through Xeretec instead and recommended their free M365 Health Check as a first step to demonstrate the value it could deliver.

The Health Check immediately revealed a 19% annual saving on PulseLearning's existing M365 licences. For Denis, it was an easy decision:

"I was getting a cost saving, the licences were still Microsoft, and I also gained useful tools and quarterly reviews — it just made sense to make the switch."

## Drivers for Change

- A need to reduce spend on unused and over-provisioned licences, and to avoid unnecessary storage costs or third-party tools.
- With only one person managing IT, PulseLearning needed to simplify and streamline M365 administration. Managing multiple admin centres was inefficient and time-consuming.
- Native Microsoft tools lacked the depth and clarity needed to manage security, compliance, and user activity effectively.
- Lack of advanced reporting meant issues were harder to detect and slower to resolve.

## Solution

**Xeretec M365 Managed Service, which includes:**

- Free Microsoft 365 Health Check
- M365 Licences
- M365 Licence Management
- Ongoing Quarterly Reviews
- Access to Xeretec's M365 Toolset
- Access to ClipTraining

# Positive Outcomes

## Cost Savings



The initial Health Check identified a 19% cost saving by flagging unused and over-provisioned licences, as well as opportunities to optimise SharePoint storage.

Quarterly reviews identified further savings. Xeretec advised upgrading to Microsoft premium licences, giving PulseLearning access to Microsoft Defender — eliminating the need for separate antivirus software and saving €1,500 annually.

## Improved IT Experience



"The centralised M365 toolset has transformed how we manage M365. Routine admin tasks are automated, reporting is effortless, and policy enforcement is far more consistent. It's not just a monitoring tool — it's a proactive platform that helps us stay ahead of issues before they become problems."

- Denis Kissane, PulseLearning

"Working with Sean and Alice at Xeretec has been an absolute pleasure. They've made the entire process straightforward, and their quarterly review calls are a great opportunity to step back, review progress, and map out improvements together.

Xeretec hasn't just helped us save money — they've helped us work smarter, safer, and more strategically. Highly recommended."

- Denis Kissane, PulseLearning

## Productivity Gains



"Instead of having five admin centres to manage, you're just using one where all five are integrated. You can navigate through them seamlessly and make changes as you go — all within a single platform, without jumping between different portals."

- Denis Kissane, PulseLearning

## Faster Issue Resolution



Advanced diagnostics enable Denis to pinpoint and resolve issues more quickly than with native Microsoft tools.

"The Microsoft admin centre might flag a warning in SharePoint, but it won't tell you where the problem is. With Xeretec's management portal, it takes you straight to the issue which saves a lot of time."



## About Xeretec

We have a 34-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

**Want to learn more?**  
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