Employee Directory 365



RediMed renews Employee Directory 365 subscription with continued customer support

RediMed has been using Employee Directory 365 since 2025 to support its employee directory management needs on their internal SharePoint intranet.

During its subscription, RediMed experienced some licensing-related issues with the application. The Apps365 Support team worked closely with the customer to address and resolve these concerns.

Following the successful resolution, RediMed renewed its subscription to the Plus plan with 250 licenses, demonstrating its continued trust in Apps365. The customer is now satisfied with the application and the overall support experience.

Customer: RediMed
Website: https://www.redimed.com.au
Customer size: 201-500 employees
Country: Australia
Industry: Medical Practices
Services: Improve injury outcomes and employee productivity with RediMed, your workplace health partner.

Licensing Issue Resolution

Resolved Licensing-Related Concerns

The Apps365 Support team worked closely with RediMed to address and successfully resolve its licensing-related issues.

Dedicated Customer Support

Responsive Assistance When Needed

The customer received support throughout the issue-resolution process, helping address concerns and improve the overall experience

Continued Product Usage

Ongoing Use of Employee Directory 365

Following the resolution of its licensing issues, RediMed continued using Employee Directory 365 under its Plus plan.

Challenges

RediMed had been using Employee Directory 365 since 2025 when it encountered licensing-related issues with the application. These concerns required assistance to ensure the customer could continue using the solution with confidence.

Resolving the licensing issues and addressing the customer's concerns were important to maintaining a positive product experience and supporting the ongoing customer relationship.

Why Employee Directory 365 Was Selected

RediMed continued its use of Employee Directory 365 and renewed its subscription after the licensing-related concerns were resolved.

The Apps365 Support team worked directly with the customer to address the issues, helping restore confidence in the application and the overall support experience. The renewal reflects RediMed's continued relationship with Apps365.

Key Features in Use

RediMed uses Employee Directory 365 under the Plus plan with 250 licenses.

The confirmed details of this customer engagement include:

- Employee Directory 365 subscription
- Plus plan
- 250 licenses
- Licensing-related issue resolution
- Dedicated support from the Apps365 team
- Continued product usage and subscription renewal

These elements reflect the customer's subscription and support experience without assuming additional product features that were not specified.

Solution

When RediMed experienced licensing-related issues with Employee Directory 365, the Apps365 Support team worked closely with the customer to understand and resolve the concerns.

Through dedicated support, the licensing issues were successfully addressed. This helped improve the customer's experience with the application and the support provided by Apps365.

Following the resolution, RediMed renewed its subscription to the Plus plan with 250 licenses. The continued subscription demonstrates an ongoing customer relationship and highlights the importance of responsive support in maintaining customer satisfaction.

Client Says

"We have been using Employee Directory 365 since 2025 and recently renewed our subscription. Although we experienced some licensing-related issues, the Apps365 Support team worked closely with us to resolve them. We are now satisfied with the application and appreciate the support provided by the team."

- Alex Slingsby, RediMed

Key Benefits to RediMed

- Successful resolution of licensing-related issues.
- Dedicated assistance from the Apps365 Support team.
- Improved satisfaction with the application and support experience.
- Continued use of Employee Directory 365.
- Renewal of the Plus plan subscription.
- Ongoing subscription covering 250 licenses.
- Continued relationship with Apps365 since 2025.
- User friendly search and find staff functionality by name and location.

Microsoft Certified App

Microsoft Solutions Partner
Co-sell Ready with Azure

SOC 2 COMPLIANT TYPE II

Information Security Management System ISO 27001:2022 Certified

SPRING 2026 Momentum Leader

apps 365

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