CASE STUDY: OFFICE 365

IMPROVING EFFICIENCY AND BUSINESS RESILIENCY

Summary

An in-house mail server was no longer meeting the needs of an organization with multiple locations.

After conducting a comprehensive assessment and TCO analysis, iV4's Consulting Team advised a migration to Office 365, a cloud-hosted solution, that will solve their challenges with the previous email platform.

- Redundant IT tasks that were required are now eliminated

- Productivity and efficiency have improved

- Costs are managed with subscriptions now customized based on employees needs

- Synchronization and scheduling issues are resolved

Challenge

An organization with locations throughout the Northeast, was using an in-house mail server running a generic email application. The solution was limited in functionality and was no longer meeting their needs.

Server issues and general maintenance would cause disruption in email service and had the potential for causing significant downtime. Availability and recoverability were also a concern because they only had one on-site mail server. Meaning, they were relying on a system with a single point of failure.

In addition, IT administrators often had to perform redundant tasks to make updates in multiple locations due to a lack of Active Directory integration. For end users, the user experience on mobile devices was challenging, and it was difficult to do simple tasks, such as setting up a meeting, as there wasn't an integrated view of calendars.

Solution

The customer was seeking a more robust and feature-rich email platform that would provide increased functionality, such as resource scheduling with shared calendars, groups, and contacts, as well as a true global address book.

iV4 Consultants executed a comprehensive assessment and evaluation, which included evaluating their requirements, existing infrastructure, mail flow, and user groups. iV4 demonstrated a cost-benefit analysis, comparing their current email application being used to Office 365. The analysis included TCO price modeling that allowed management to see their 5-year spend.

To overcome the challenges of the legacy email platform, iV4 advised a migration to Microsoft Exchange Online, a cloud-hosted solution that is part of the Microsoft Office 365 portfolio of communication and productivity tools. After running a successful Office 365 trial tenant with a small number of users, iV4 executed a full migration for all users without interruption.

Results

There have been significant benefits since the move to Office 365.

- With built-in backups and a 99% uptime SLA included in Exchange Online, their e-mail availability greatly improved. Now, there are no worries about recovering data in the event of a power outage, server failure, fire, or other disaster.
- IT staff no longer spends time managing mailboxes, handling patches, updates, hardware and software monitoring. Upgrades and maintenance are now handled automatically by Microsoft.
- With Exchange Online, subscriptions can be customized, added, or removed at any time, meaning operating expenses are managed and employees are provided with only the capabilities they need to do their jobs.
- The solution ultimately unified mail across locations and devices – eliminating synchronization and scheduling issues.

Moving to Office 365, solved the challenges and concerns experienced with the previous email platform. This organization now relies on Microsoft to provide a flexible, highly secure, and reliable enterprise platform from world-class data center facilities.

As a Microsoft Gold Partner and two-time Microsoft Partner of the Year Award winner, iV4 has helped hundreds of businesses migrate to, adopt, and secure the Office 365 product suite.

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