

Client Challenge:

A regional water company engaged Anexinet to assist in migrating 7,000 users from Lotus Notes to Office 365. The customer had no prior knowledge of Exchange and did not have any Exchange servers on premises. The migration was expected to be completed in one year including planning and testing. Binary Tree's migration tools were selected to complete the staged migration of users and data from the Lotus Notes environment into Office 365.

Methodology and POC:

A Proof of Concept (POC) was designed so that end users and support personnel could learn the Office 365 suite. The POC allowed further refinement of the process and more users to be migrated. Anexinet started with a few mailboxes and gradually increased the number of users per migration batch. This methodology insured high levels of integrity that translated into migrating large groups of users with little interruption to their daily routine.

After POC migration was complete, there was a three-month adoption period to identify any challenges the client was facing in adopting the new email client. Training classes were delivered for all the POC users and feedback was collected to define gaps in the end user's abilities. Knowledge base articles were created and made available to all new users. This phase was critical to success because it helped identify any pitfalls the users experience and to ease their migration woes.



Migration Phase:

The migration phase was scheduled based on internal business groups and physical office locations. The migrations were capped at 200 per week to avoid overloading the support system. Scheduling was also flexible allowing a group to opt-out of a migration window and request a rescheduled date to avoid situational issues (i.e. month end for accounting).

The Anexinet Difference:

All during the migration phases, Anexinet engineers were on-site delivering personalized support to the client. Proper training was an integral piece of the solution and was deemed mission critical by the client. As a result of this project, the client to drive adoption of the Office 365 services throughout the company. A working session delivered at the Microsoft Malvern MTC site helped to define the toolset and foster adoption initiatives lead by the departments themselves. By allowing the internal groups to solve their own issues using the tools available in O365 (SfB, Sway, Flow, PowerApps, Delve, etc.) the client could foster an environment of collaboration.

POC:	Total Migration:	Technology:	Training:
300 Users	7,000 Users	Microsoft Office	On-Site

