

Micro^oexcel[®]

A photograph of a person in a white lab coat and a teal tie, holding a tablet device. The person's hands are visible, with dark nail polish. The background is blurred, showing what appears to be a medical or office setting. The image is framed by a blue geometric pattern on the left and top, and a yellow geometric pattern on the bottom right.

Case Study

Office 365 Increased Efficiency and Flexibility with Ability to Work from Anywhere on Any Device

Successful Transition to Office 365 with Microexcel Streamlined Five Key Components

Industry: Non-profit; Healthcare

Location: USA

Employee Count: 16,000

Revenue: \$1 billion - \$5 billion

About the Client

The client is one of the leading non-profit health care systems in the state of New Jersey.



Background and Business Need

The client planned to migrate its Active Directory, Exchange, Jabber, network file shares, SharePoint, online collaboration, and video conferencing to Office 365. The client required services to help guide, manage, pilot and migrate these on-premise components to the cloud offerings packaged and provisioned on Office 365.

Solution

Microexcel worked collaboratively with the client leveraging Microsoft FastTrack, to setup, configure Office 365, define a migration strategy, and execute a successful migration. Microexcel offered a solution that would help the client to plan, pilot and coordinate the migration of five components:

- ▶ Exchange
- ▶ Skype for Business (SFB)
- ▶ SharePoint
- ▶ File Shares/Home Directories to OneDrive for Business
- ▶ Office Pro Plus Deployment

Benefits

- ▶ Reduced on-premises server maintenance
- ▶ Achieved 99.9% service level agreement (SLA) for availability
- ▶ Highly scalable environments with migration to the cloud
- ▶ Skype for Business integration provided seamless experience for users in conference room or users who dialed in remote
- ▶ Facilitated the evaluation of hybrid technology and new features with the migration of content to the new Office 365 SharePoint tenant
- ▶ Migrated home directories to Office 365 OneDrive, which could be accessed and updated from anywhere at any time on various platforms including Android, iOS, OSX, and Windows
- ▶ Enabled control of users and computers that could get on Office 365 Pro Plus with the use of System Center Configuration Manager to deploy Office 365 Pro Plus

Migration to Office 365

provided seamless user experience on one platform

Quick Facts

Background

Solution

Benefits

Background

The client, one of the leading non-profit health care systems in the state of New Jersey, had planned to migrate its Active Directory, Exchange, Jabber, network file shares, SharePoint, online collaboration, and video conferencing to Office 365 as its existing environment consisted of legacy versions that caused numerous integration problems. The existing landscape consisted of:

- ▶ Exchange 2010 On premises
- ▶ Isilon Home directories
- ▶ Jabber for instant messaging
- ▶ Meeting Room manager for scheduling
- ▶ Mimecast to provide retention policies for Exchange

Additionally, the support model utilized was highly complex due to using different products and vendors, and the help desk experienced a high call volume regarding trivial file share support, which hindered productivity.

With these issues in mind, the client sought to achieve the following objectives with a migration to Office 365 in the cloud:

- ▶ Reduce its on-premises server foot print
- ▶ Stay up-to-date with the latest product and server versions
- ▶ Provide a single platform that can provide secured mail, collaboration portals, and unified communications for a seamless user experience



Quick Facts

Background

Solution

Benefits

Technical Solution

As a Gold Microsoft Partner, Microexcel was selected as the client's strategic partner for this cloud migration initiative. As Office 365 would provide all of the client's required components on one platform, through the Software as a Service (SAAS) model, it was the client's top choice for implementation.

The Office 365 implementation by Microexcel included the following components:



Quick Facts

Microexcel worked collaboratively with the client's internal team and utilized Microsoft FastTrack, a customer success service that would enable a smooth and confidently move to the Microsoft Cloud and deliver business results faster, to setup, configure Office 365, define a migration strategy respective to each component, and execute a successful migration. To ensure a successful cloud migration, Microexcel defined important phases. Each component that was migrated to Office 365 followed a four-phased implementation approach: Pilot 1; Pilot 2; Early Adapters; and Multiple batches for enterprise roll-out.

Background

Solution

Benefits

The overall project tasks for the implementation and migration were:

- ▶ Setup of Hybrid Exchange servers
- ▶ Setup and execution of Azure AD connect
- ▶ Facilitated staging migration
- ▶ Educated leadership and IT Mangers on Office 365 components, and helped them in identifying short-term and long-term goals
- ▶ Built necessary PowerShell scripts to automate Office 365 administration activities, including bulk license provisioning, Skype configurations, and more
- ▶ Migrated content to SharePoint online site using a third party tool from Metalogix
- ▶ Executed a pre-migration analysis and issue remediation for file shares
- ▶ Educated and configured SharePoint hybrid
- ▶ Created migration batches and schedule files to coordinate with the FastTrack team on migrations
- ▶ Provided post-migration support and remediation, and webinars and in-person training to pilot users
- ▶ Configured Skype for business, following the client's necessary policies
- ▶ Configured ATP, retention, and compliance policies
- ▶ Migrated messaging data from 15,000 mailboxes and 170 public folders to Office 365
- ▶ Configured single sign-on using Active Directory Federation Services (ADFS)

Quick Facts

Background

Solution

Benefits

Component Solution

Microexcel planned, piloted, and coordinated the migration of five required components:

- ▶ Exchange
- ▶ Skype for Business (SFB)
- ▶ SharePoint
- ▶ File Shares/Home directories to OneDrive for Business
- ▶ Office Pro Plus deployment

Exchange

The client required the migration of messaging data from approximately 15,000 mailboxes and 170 public folders that resided within the existing on-premises Exchange 2010 environment to Office 365. This specific implementation utilized Microsoft FastTrack through the Microsoft Onboarding Center to facilitate the migration activities, while Microexcel supported the FastTrack team to provide project management, guidance, and issue resolution across the client's initiative.

Skype for Business (SFB)

The client utilizes WebEx, GoToMeeting, PGI, and BlueJeans to support audio and video conferencing in approximately eight pre-built rooms throughout the client's environment. These rooms were retrofitted with new microphones, cameras, speakers, and flat panel screens by Microexcel. The client planned to utilize Skype for Business for audio video conferencing services for internal and external participants.

Five Key Components Deployed

for increased productivity, collaboration, and timely upgrades

Quick Facts

Background

Solution

Benefits

Component Solution Continued

SharePoint

The client had deployed different versions of SharePoint farms in the PSDC data center. In addition, it was using a SharePoint Online edition to host projects. As part of the SharePoint component, the client wanted the content migrated from the current Office 365 SharePoint tenant to the new Office 365 SharePoint tenant. The client took the opportunity to evaluate hybrid topology, as well as new features including Delve, Office graph, and Video Channels.

File Shares/Home directories to OneDrive for Business

EMC Isilon NAS was designated by the client as the storage location for shared folders and the home directory for all the users in the enterprise. The client sought to migrate these home directories to Office 365 OneDrive.

Office 365 will provision 1TB storage for unstructured data, for each user on its OneDrive. The organization's pilot users evaluated OneDrive for storing and syncing files. Documents stored on OneDrive can be accessed and updated from anywhere, on platforms such as Android, iOS, OSX, and Windows.

Office Pro Plus deployment

The client was inclined to use System Center Configuration Manager to deploy Office 365 Pro Plus. By using Configuration Manager, it can control which users and computers get Office 365 Pro Plus, where users get the installation files from, and when the Office 365 Pro Plus installation occurs.

The migration and five component implementation enhanced the user experience for 16,000 internal users within the United States, and also for several external partners who access the client's network/resources.

Post go-live, Microexcel provided:

- ▶ Post migration war room to handle support calls for the users migrated in respective batches
- ▶ Remediation, identifying systemic issues, and correcting those issues for next batch
- ▶ Educating migrated users on latest components with "Getting Started" webinar

Quick Facts

Background

Solution

Benefits

Benefits

Reduced on-premises server maintenance due to migration of messaging data from 15,000 mailboxes and 170 public folders to Office 365

Achieved 99.9% service level agreement (SLA) for availability

Highly scalable environments facilitated with Office 365 and migration to the cloud

Skype for Business integration provided seamless experience for users in conference room or users who dialed in remote

Facilitated the evaluation of hybrid technology and new features with the migration of content to the new Office 365 SharePoint tenant

Migrated home directories to Office 365 OneDrive, which could be accessed and updated from anywhere at any time on various platforms including Android, iOS, OSX, and Windows

Enabled control of users and computers that could get on Office 365 Pro Plus with the use of System Center Configuration Manager to deploy Office 365 Pro Plus

Migration to the Cloud Provided One Platform

reducing the client's expenses for helpdesk, license provisioning, and subsequent services

For more information,
please visit www.microexcel.com or email info@microexcel.com

About Microexcel

Microexcel Inc., is a global leader in providing innovative and comprehensive software solutions and services. Founded in 2001, Microexcel merges people and technology to deliver the most value and return on investment for customers. With headquarters in Secaucus, NJ, and offices worldwide, Microexcel provides full services and support to clients in the areas of Microsoft, SAP, Quality Assurance and Testing, IT Infrastructure, Open Source/Liferay, Staffing, and Interactive Services. Microexcel is ISO 27001:2013 and ISO 9001:2015 certified and is also a New York and New Jersey state Certified Minority Owned Business Enterprise.



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