

Migration to M365

CASE STUDY

2021



MISMO SYSTEMS

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The Customer

Valsoft Corporation is a conglomerate of vertical market software companies, headquartered in Canada. Their focus is to acquire and grow vertical software businesses that provide mission-critical solutions in their respective market.

Valsoft's methodology is to invest in stable businesses and continue to foster an entrepreneurial environment post-acquisition to grow the company into a leader in its respective industry.

Starting out back in 2011, with the long-term business plan, Valsoft has made a strong business portfolio. Their love and passion towards the company they acquire is reflected clearly in the fact that, they do not sell what they buy. Instead, they put their heart and soul in making it better.

They have invited software companies in widely spanning business verticals with strong market presence under one umbrella and show the way forward.

The Challenge

7 Companies and 1 Tenant

With the entry of new member firms to the group, they wanted to make sure that the users, from different companies using different platforms, were able to collaborate with each other on the go.

The Need

The need was to migrate all the users to a single platform, and make sure that the migration and most importantly a smooth adoption of the new solutions i.e., collaboration, storage, Central repository was as smooth as possible.

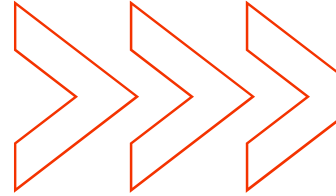
Migration Partner

They decided to involve a service provider who could assess their existing infrastructure, understand their current and future requirements, and based on that can propose a solution.

Entry of Mismo Systems

That is where Mismo Systems, with its rich experience of enabling organizations and groups to come together and collaborate all across the globe, stepped-up to the task.

The Solutioning



Mismo Systems started the engagement with understanding the customer's business needs, that included:

- Current email & IM setup
- Storage methods
- Contacts & Calendar

After the first stage of assessment and requirement gathering, Mismo team presented the solution to the management:

"MIGRATION OF 7 COMPANIES TO SINGLE A M365 TENANT"

The 5-Part Approach

Mismo Systems is known to follow a disciplined 5-part approach to make sure that every project is delivered in the smoothest of ways without any unanticipated hiccups or unpleasant surprises:

01 Assessment

A detailed assessment questionnaire was sent out to all the respective IT managers which helped the Mismo team with the required information. A Microsoft Teams meeting was also held with the respective IT managers to let them know of the project also answering any queries that they might have. It also served the purpose of letting the respective parties get acquainted with each other.

A SharePoint site was created and shared with the project management team so that the documents relating to the project can be shared on a single platform without the need for sending dozens and email back and forth.

Achievements of Stage

Thorough Assessment of working environments of all the companies.

Most efficient spread of important information and plan.

The 5-Part Approach

02 Design

This phase comprised of the Mismo team soaking in all the information and creating a design in accordance with the business requirements received from the client. A design document was created for the same which broke down the various aspects of Office 365 tenant configuration

Since, this was a multi to single platform migration, the use of a 3rd party tool was recommended to make sure we could migrate most of the user data to the new system. Mismo suggested the use of BitTitan as the tool of choice not only because it is one of the most popular tools out there but also due to Mismo's great experience with the tool.

The document was then shared with all the IT managers to get a final response from them before the project moved on to the next phase.

A project plan was created detailing the timeline of the project. A detailed project plan was created for each company detailing the steps that would be carried for the migration to take place. Owners for each task were mentioned with expected completion dates. This helped make sure that all the involved parties knew what was expected of them and make sure that the project was completed as per the timelines.

The 5-Part Approach

Achievements of Stage

A well-defined design for the setup.

Recommendation and finalization of the best solution.

Creation of precise project plan, timelines and ownership.

03 PILOT

To kick off the migration for each company, a group of users were selected at random who were the first ones to be moved as part of the pilot. This was done to ensure that any challenges that the end-user might face were documented and accounted for, beforehand. This ensured that the migration team took the required steps to make sure that there were no surprises once the migration moved into the deployment phase.

An extensive user communication was drafted and sent out to all the users detailing the changes that were going to happen as the migration progressed.

The 5-Part Approach

Achievements of Stage

Advance provisions to contain any possible errors/issues.

Validation of the migration strategy and design.

Creation of stable launchpad for the full-fledged deployment.

04 Deployment

Seven companies having unique setup were migrated following the already-designed unique migration approach.

One of the companies, which were using legacy *Exchange On-Prem* email system was the first one to be migrated. This migration consisted of setting up a hybrid environment in which users were migrated in batches. A hybrid was set up between the On-Prem and M365 using Exchange Hybrid and Azure AD Connect.

The 5-Part Approach

Another company, using Google Workspace (G Suite) for their email systems, was next. We decided to go with the coexistence mode so that the users could be migrated in batches to make sure that there was no overload on either of the environment.

Four companies were using M365, the designed strategy was followed to smoothly transition from existing tenant to destination tenant.

The last company had their email data saved on-prem, hence, a fresh M365 environment were created for all the users.

Achievements of Stage

Successful migration for all the unique setups.

Big scale migration without any challenge.

Multiple migration scenarios dealt altogether efficiently.

The 5-Part Approach

05 Transition

Once the migration was done for all companies, a user training workshop was conducted wherein the users were trained on new digital workplace functions.

Also, the day-to-day work was handed over to the IT managers of the respective companies. Mismo team was present during the transition phase to help the IT managers if anything came up.

The documentation for the project was created during the transition phase and shared with the project management team.

Documentation for day-to-day admin work was also created and shared on the project SharePoint site for admins to have a look-up anytime they had any doubts about any of the services in M365.

Documentation on how the admins/users can take advantage of the new platform to increase their productivity was prepared as value add.

The 5-Part Approach



Achievements of Stage

Successful training of the users on new platform.

A comprehensive guide to the admins for the proper management and functioning.

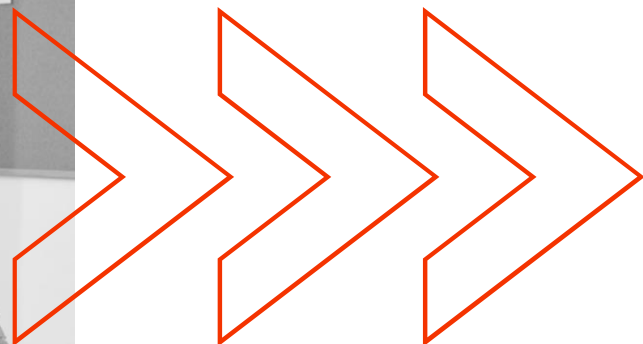
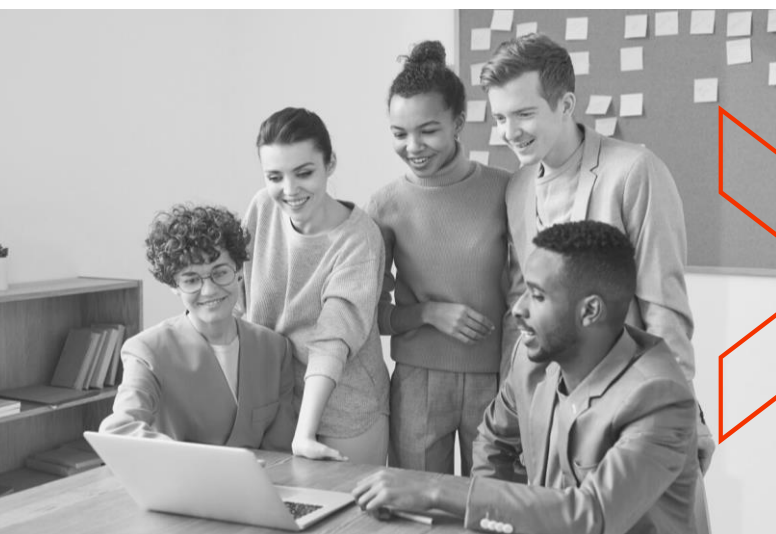
A help book for all to utilize more powerful workplace for their productivity enhancement.

The Results and Beyond

Fluidity in complexity with sophisticated planned actions

As desired, the Mismo team carried a smooth migration with minimal to no issues being reported. The proactive approach of Mismo team made sure that any issues that arose were nipped in the bud. There was no email loss, and the user feedbacks were fabulous.

A project that seemed to be a tough nut to crack was cracked with utter sophistication. Migrating 7 companies altogether, having their original setups and configurations, with the high level of sensitivity is the challenge we at Mismo Systems long for.



Message to Reader

Mismo Systems would love to get an opportunity to sit and discuss your requirements and find the best suited solutions with nicely architected plan of implementation.

We thank you for your continued support in our efforts to bring **digitalization** at every organization's workplace.

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