

Google Workspace to Microsoft 365 Migration

CASE STUDY

2022



MISMO SYSTEMS

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The Customer

The customer is at the forefront of technology in the hospitality and food and beverage industry for over 30 years.

Their mission is to offer the clients a complete suite of integrated software, that is easy to use, reliable, and intelligent so that they can run a highly productive and profitable venue with confidence and peace of mind.

They believe in a whole business approach: managing your entire business from one place and one system.

The intuitive and customer-centric approach behind their innovative products is why so many venues choose them, and why many of their customers are multi-award winners

The Challenge

Following is a summary of the requirements:

The Need

Being acquired by a vertical acquisition software company, the customer required their workplace services to be integrated with the parent company and overcome the following challenges:

1. Move between different platforms i.e., from Google Workspace to Microsoft 365 and
2. Do so without minimal downtime and no loss of data and user functionality and
3. Help drive adoption of the new products such as Microsoft Teams, SharePoint Online and OneDrive for Business by providing user training

Finding Mismo

Choosing a partner that could take up the global transformation.

To implement a solution that directly impacts your whole functioning you need partners who are capable and trustworthy with a proven track record.

Building the Trust

The client entered the market in search of a partner who had experience delivering such solution and technical competency. A partner who could assess their existing infrastructure, understand their current and future requirements, and propose a solution.

They came to know about **Mismo Systems** via one of the biggest distributors of Microsoft. They relayed their confidence in Mismo Systems and the expertise we brought to the table, citing many a projects we had done together, earlier.

The client and Mismo Systems made the direct contact and discussed the potential solution that could be chosen as the way forward.

The 5-Part Approach

This Section of the document details the project methodology that we follow in all implementation & migration projects. This ensures a successful project with timely delivery and customer satisfaction. Our consultants have been using this approach for several years.

We follow a phased approach when delivering enterprise projects. The following content briefly describes each phase. Although each phase is important, we put greater emphasis on the Assessment, Design and Transition phases. We believe the effective planning and handover are key to success of any project.

01 Assessment

We believe that a proper assessment of current infrastructure, and a solid understanding of both the business and technical requirements, is the basis of successful project. We carry out workshops with the IT and business teams to gather all the information we can about your current environment and business reasons for taking up the project. We use defined templates, questionnaires, and tools to assess the existing environment. We talk through all the requirements and review the options available. We take your feedback on budget, timelines, availability demands and priorities. We document those requirements and use them in the design phase.

The 5-Part Approach

02 Planning

Designs documents are created with all the details from the assessment phase. These documents include the current landscape of your environment, along with a deployment and migration or upgrade design that maps the rest of the process our team will use to get you from point A to point B. Any necessary software, hardware, dependencies, user impact, user communication and configuration needs are included along with a timeline so that you have complete visibility.

03 Pilot and/or Testing

After the architecture design is completed and signed-off, we deploy a pilot for customer review. Although this pilot may not have all the functionality described in the architecture design document, it allows the customer to verify that the environment is configured appropriately for deployment.

The 5-Part Approach

04 Deploy

After the pilot is successful and signed off and all functionality of the final deliverables are confirmed, we start implementing the complete solution to the customer's live environment. We follow the design document and other important information gathered during planning phase. This ensures a successful deployment with no or minimal issues.

05 Transition

After the successful completion of the deployment phase, we provide training to the operations teams and deliver all relevant project documents, including deployment documents, operation manuals, known issues logs and knowledge base documents. This will help the teams administer the new infrastructure. This approach ensures a smooth transition to operations enabling the business to gain the maximum value from their investment.

Technologies Used

The following Microsoft 365 technologies were utilized to help the customer make the transition:

- A. The inbuilt Migration tool:** to migrate user mailbox data such as emails, contacts and calendars from Google Workspace to Microsoft 365
- B. Mover:** To migrate Google Drive data from Google Workspace to Microsoft 365
- C. Cloudiway:** to migrate and convert Google Sites to SharePoint Online sites

Customer's Experience

Over the period customer has seen numerous benefits, to note a few:

Our team of engineers successfully completed a full migration project from Google Workspace to Microsoft 365 Business within three weeks, from design to implementation, with zero downtime and no disruption to their emails.

All the employee mailboxes were successfully migrated from Gmail to Exchange Online, including contacts and calendars.

In addition, all the employees existing media files, folders and documents were successfully migrated over to individual OneDrive for Business accounts. This was achieved without any loss of data. Every staff member now has access to 1TB of Cloud storage per user.

Google Sites were also successfully migrated to SharePoint Online.

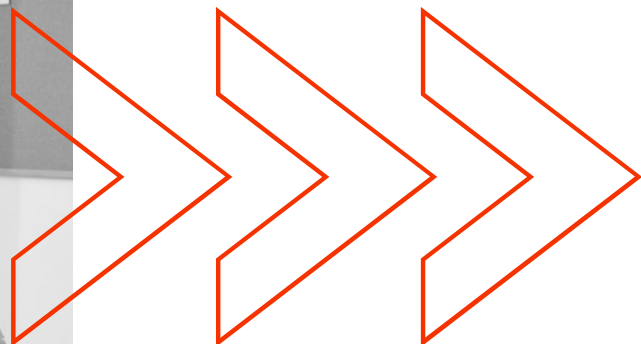
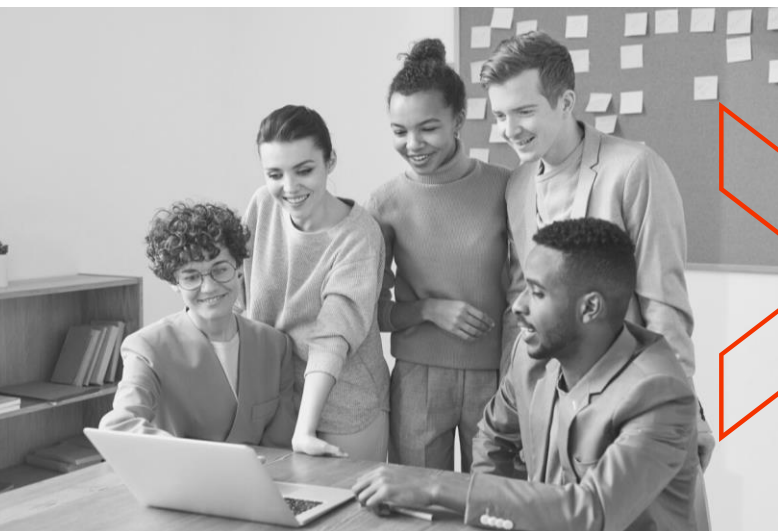
The Results and Beyond

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. The user feedback during and after the deployment has been fabulous.

The result was a testament to us successfully overcoming the challenge.

From design to completion, Mismo Systems will guarantee a smooth transition to Microsoft 365. We supply, configure and provide ongoing support for all Microsoft 365 subscriptions, including Business Premium, Enterprise Mobility & Security and Microsoft 365 Enterprise E5. We also offer a Fully Managed migration service to Businesses that are looking to make the switch from their existing Email/productivity platform to Microsoft 365.



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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