fyr SOFT

(A PeopleTech Company)

Microsoft Partner

Microsoft

Gold Application Development
Gold Cloud Platform
Gold Cloud Productivity
Gold Enterprise Mobility Mangement
Gold Windows and Devices
Gold Data Analytics
Gold Data Center

CLIENT NAME

- International Cloud –enabled Hoster

PROJECT NAME

- Office 365 Practice Design

MICROSOFT FOCUS

- Modern Workplace

PRODUCTS

- Microsoft Office 365
- Bit Titan
- Microsoft Exchange Server 2008/2012/2016
- PowerShell

NUMBER OF USERS

- 650 Employees

OVERVIEW

Our client is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. Client provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services for organizations looking to outsource IT infrastructures to help lower their capital and operational costs.

PROBLEM

The Client was primarily a hoster and managed services provider specializing in on-premises technologies. The service provider wanted to expand its service offering into Office 365 and the Cloud and needed a practice design and best practices so they could properly onboard and migrate existing and new customers to the Microsoft Office 365 Cloud Solution.

SOLUTION

FyrSoft designed a program approach based on best practices from Microsoft and industry knowledge to allow a turnkey solution onboarding, migration, and post-support of customers as they are moved to Office 365.

The program first phase was to understand how they are working with customers today and understand current project queue of migrations. An architecture and process was developed so that every customer was approached the same exact way from a requirements standpoint to ensure each migration could be performed as efficiently as possible. This process consisted of identifying checklists, tools, requirements for the source environment to ensure compatibility and a seamless migration to Office 365.

The process and architecture was then run through a proof of concepts for several existing clients to optimize the process for scale. Once the process was hardened and documented it was then operationalized for the Client operations team to execute allowing operators to perform most of the work and engineers to get involved at the critical stages to ensure a success.

The project allowed the Client to execute and scale their Office 365 Migration from on-premises Exchange Servers much more rapidly and at a lower price point per customer.

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