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How We Helped a Leading Insurance Company Effectively Conduct an Office 365 Migration



CASE STUDY



The Customer

The client is one of the largest UK motor insurance companies in Rushden. The company represents nearly 9% of the market and writes \$65 billion in direct premiums – nearly \$20 billion more than its closest competitor.

Requirement

The client's Exchange Server was outdated and overworked and so suffered from limited capabilities in the face of accelerated growth. The fall out of this overreliance on an antiquated system was a steep decline in employee productivity and sharp rise in maintenance costs. To get out of this downward spiral, the client approached us to assist them to switch over to an updated server system that would allow for more efficient use of files and document and make information exchange, server availability, connection issues seamless and consistent.

Challenges

The various challenges that we had to deal with included:



Identify the exact issue (MX record, Blacklist check etc.) with mail flow because of which incoming mails were not being received



Identify and rectify the reason for database corruption and inaccessibility i.e. user error, application malfunction, database error etc



Ensure adequate space for document storage and reduce dependency on local file server



Limit usage of different software versions and volume of documents being emailed between users to avoid the system from crashing

Solution

After going through the client's requirements, we realized that a permanent solution to the client's woes lay in an upgradation. This is because in an evolving industry the productivity of workforce could only be ensured by empowering employees to access docs from any devices, enabling easy sharing and collaboration of docs without many different versions being generated, eliminating the process of going back and forth with emails, enabling easy offline access, access business processes with the click of a mouse etc. With this in mind we proposed migration to office 365, a Cloud collaboration platform.



With Office 365 the client would be able to provide employees a private space to store their personal docs ranging to the tune of 1TB to 5TB, collaborate on docs directly from the browser without depending on corresponding Office client applications, share files with users inside or outside the organization and have them collaborate in real time without saving multiple versions

and losing track of the changes made by stakeholders, reduce the size of the mail box, work offline and get it synced automatically, create groups for enhanced collaboration, access organization dashboards etc.

After providing the client with a proof of concept, we formed a project management team which worked closely with the IT Manager and department heads of the client to have a thorough understanding of their requirements and expectations so that all stakeholders were on the same page over project outcomes. This was followed by strategizing for Office 365 migration which primarily comprised compiling a preparatory list of the inventory of the current environment, which again consisted of user accounts, the number and size of mailboxes, versions and configurations of browsers, operating systems, office applications, mobile versions etc., details of network settings, external applications, file storage locations, etc. Once done, we took a complete data backup. Finally, a phased migration process was initiated with the help of best data migration practices. During each stage of the migration an end-to-end testing was carried out to ensure account synchronization. On completion of migration to Office 365, a final testing was carried out to ensure complete synchronization.

Benefits

Our clients realized the following benefits by partnering with us:

40%

increase in productivity owing to curtailing of SharePoint and email issues

90%

fall in downtime and reduced business impact from email services disruptions

30%

reduction in total cost of ownership, which included limiting storage, servers, power consumption, and manpower requirements



Complete elimination of time-consuming process of sharing of documents with colleagues through emails



Increased efficiency with enhanced collaboration capabilities include offline working and syncing



Lowered capital investments and TCO by leveraging a cloud-based subscription model



Reduction in infrastructure expenses with the ability to scale up or down in anticipation of business growth





**Contact our experts now to
know how we can assist you
with your Office 365 migration
challenges.**

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