CLOUD MIGRATION - M365 SERVICES

CASE STUDY

County | Government Project | Canada

PLANET OF IT LTD.

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1 ABOUT THE CLIENT

The client is a local government organization responsible for providing a wide range of services to the residents of its jurisdiction. With a focus on delivering high-quality services efficiently and effectively, the client is committed to using technology to streamline operations and improve the delivery of services to its constituents. They wanted to embark on a cloud journey to enhance their technology systems and processes and were looking for end-to-end solution providers. This project of migrating its email and collaboration platform to Microsoft Office 365 marked the first step of their Cloud migration journey.

2 PROBLEM STATEMENT

The goal of the project was to provide the client with a seamless transition from their on-premises solution to Microsoft Office 365.

The objectives of the project were to:

- Migrate Exchange Online from the existing on-premises Microsoft Exchange 2013 for a group of 1500 users and 3500 mailboxes.
- Migrate Mobile Device Management (MDM) from BES to Microsoft Intune for a pilot group of 1500 users and 3000 total devices.
- Provide detailed discovery, assessment, solution architecture design, project management, and phased migration services.
- Provide professional services such as solution architecture, project management, change management, and communication planning.
- Provide project support and transition to operations support systems administration.
- Offer shadowing, administration training, and end-user training to project resources.

3 CHALLENGES

Challenges faced by the client:

- The need to upgrade from their outdated email system to a more modern and efficient platform.
- The requirement for a seamless migration process with minimal downtime and disruption to their day-to-day operations.
- The challenge of properly configuring and managing the new email system to meet their specific needs and requirements.
- The need for proper training and knowledge transfer for both IT staff and end-users.
- Ensuring that their sensitive data remained secure and compliant with regulations during the migration process.

4 SOLUTION IMPLEMENTED

The solution of the Microsoft Office 365 Migration & Implementation project for the client was broken down into several phases, including:

1. Discover, Design and Plan M-365 Architecture
2. Pilot project to perform dry run of the migration
3. Scoping and Migration
4. Knowledge Transfer and End-User Training

The objective was to provide the client with a solid plan that will make the migration process smoother and reduce time and money spent on the migration process.

Planet of IT began by conducting a detailed analysis and gathering requirements to identify the business needs and future state technology initiatives, document security and access requirements, and gathered a list of mailboxes to be migrated. The existing network and infrastructure were also evaluated to ensure preparation for the deployment of Microsoft 365 services.

During the design and implementation phase, Planet of IT configured a new tenant and used tools such as AD Connect to perform On-prem to Cloud sync, ensuring a healthy sync and proper configuration of licenses. Then a pilot project was conducted to run a dry run of the migration before scoping and performing the migration using tools such as Migration wizard. Planet of IT ensured that all Mailboxes, Emails, Folders, Contacts, Calendars, Tasks, and emails accumulated by 1500 users over the years were properly moved into the cloud, making the transition smooth. Planet of IT was able to create a single sign-on integrated and simplified solution by moving users and resources to the cloud.

With an approach of conducting a thorough analysis, proper planning, and execution, Planet of IT was able to provide an end-to-end solution for the client's needs, making the transition to Office 365 seamless and efficient.

4.1 Discover, Design and Plan M 365 Architecture

4.1.1 Discovery & Solution Design Workshops

The Discovery & Solution Design Workshops phase focused on identifying business requirements and future state technology initiatives, documenting security and access requirements, and gathering a list of mailboxes to be migrated. The purpose of this phase was to design a comprehensive solution that met the needs of the organization.

4.1.2 Infrastructure Readiness Assessment

The Infrastructure Readiness Assessment phase involved evaluating the existing network and infrastructure environment, identifying the necessary hardware, and assessing the network

design. This phase helped to ensure that the infrastructure was prepared for the deployment of Microsoft 365 services.

4.1.3 Change Management and Communication Planning

The Change Management and Communication Planning phase involved developing and implementing a change management strategy, communications plan, governance plan, and training plan to support the adoption and successful implementation of Microsoft 365.

4.1.4 M 365 Tenant Configuration

In the Microsoft 365 Tenant Configuration phase, Planet of IT validated and updated custom domains, accepted domains in Exchange Online, and Microsoft 365 service configurations based on the solution design.

4.1.5 Deployment

Planet of IT deployed Azure Active Directory Premium and it involved configuring Azure AD Connect and Azure Active Directory policies, including conditional access policies, multi-factor authentication, self-service password reset, and group-based license assignment.

The Exchange Hybrid was also deployed. It mainly focused on integrating internal Exchange infrastructure with Exchange Online, ensuring that the migration endpoint was configured correctly. MS Teams and OneDrive for Business were also enabled, and this involved enabling chat, collaboration, and audio conferencing, configuring OneDrive for Business sharing and security policies, and introducing OneDrive migration tools.

For the Intune Deployment, Planet of IT configured Intune for mobile device management, including configuring mobile applications, MDM device policies, MDM compliance policies, and enrollment methods.

The design, planning, and testing phase of the project was critical to the success of the implementation, and it laid the foundation for a seamless transition to Microsoft Office 365.

Figure 1: Licenses Required by the Client

4.2 Pilot Project

In the second phase of the project, the pilot group was identified, and the following steps were taken:

1. Office 365 licenses were assigned to pilot users.
2. Migration batches were configured and started.
3. Cutover migration batches were carried out on an agreed-upon schedule and any issues encountered during migration or cutover were remediated.
4. User Acceptance Testing was conducted to confirm users could access shared and resource mailboxes correctly, Outlook profile redirected correctly, and mail flow was working properly.
5. Mobile devices were confirmed to be updated and switched correctly.
6. The migration process was refined, and communications were improved as necessary. The migration process was documented for production migration.
7. Post-migration Hypercare support was provided for migrated pilot users.

Overall, the Planet of IT team's approach to Phase 2 was focused on ensuring a smooth and successful migration of the pilot group, with the goal of refining the migration process and communications to make the production migration as seamless as possible.

4.3 Scoping and Production Migration

Building on the success of the dry-run, Planet of IT moved on to the scoping and production migration of 1500 users and 3500 mailboxes. The lessons learned and the refined process from the pilot migration were applied to ensure a smooth and seamless transition for all users.

Planet of IT had to ensure that the transition from on-premises to Office 365 was as smooth and seamless as possible from the client's perspective, minimizing any disruption to their work and operations.

4.4 Knowledge Transfer and End-User Training

In the fourth phase of the project, Planet of IT focused on transferring knowledge and training end-users. They provided IT knowledge transfer to the client and finalized and delivered documentation. The team also developed a remaining phased migration plan based on priority, change management and risk analysis.

To ensure successful user adoption of Teams and OneDrive, Planet of IT developed a comprehensive training plan that included webinars, lunch and learns, cheat sheets, and additional administrator or "Train the Trainer" sessions. The training materials were aimed at providing users with a clear understanding of the new systems and processes.

Finally, Planet of IT collated a final document package that included the architecture before migration and the architecture of the project migration, highlighting the changes made during the migration process. This comprehensive package was aimed at providing the client with a clear understanding of the migration process and its outcome.

4.5 Results

The results of the project undertaken by Planet of IT for the client were significant and demonstrated the success of the project. With the successful migration of their email and device management to the Office 365 platform, they were able to:

- Improve the efficiency and productivity of their employees through the streamlined email and device management process.
- Enhance their data security and data protection, ensuring that all confidential information was securely stored and managed.
- Enhance their mobile device management, allowing employees to access email and important documents from anywhere at any time.
- Streamline the training process for employees through the development of training materials and sessions.
- Establish a clear and effective communication channel with employees through the use of Teams and OneDrive.

Overall, the project was a resounding success for them and helped them achieve their goals of improving their IT infrastructure and processes. The knowledge transfer and training provided by Planet of IT ensured that the transition was smooth and that employees were able to adopt the new platform with ease. The final document package, including the architecture before migration and the architecture of the project migration, provided valuable insights into the project and its outcomes. With these results, they client can now look forward to continued growth and success.

In conclusion, a thorough and comprehensive project planning process was implemented to ensure the successful migration of the client's environment to Office 365. This included the implementation of change controls, regular stakeholder meetings, and the creation of build books and runbooks to provide the client with the necessary resources to maintain the

environment post-migration. These efforts helped to ensure that the project was executed smoothly and achieved the desired results.

5   ABOUT US

Planet of IT is a Canadian-based IT consulting company that provides technology solutions and services to businesses. They offer a range of services including advisory, cloud computing, digital transformation, DevOps, and site reliability engineering. The company's goal is to help businesses leverage technology to improve efficiency and competitiveness in their respective industries. They work with organizations of all sizes and offer tailored solutions that meet their specific needs.

Their team of experienced professionals provides expert guidance and support to help organizations navigate the complex world of technology. Overall, Planet of IT aims to be a one-stop shop for all technology needs, providing complete end-to-end solutions to help businesses achieve their goals.

6   NEED HELP WITH A SIMILAR PROJECT? CONTACT US:

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