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CASE STUDY

Multi-Tenant Email Migration

CLIENT: MEDICAL CORPORATION

YEAR: 2023

Challenge

Our client needed a solution to combine their collaboration suites and e-mail into a single tenant and maintain a corporate IT identity for all users, while still having the ability to send e-mail from local practice e-mail domains.

Client

A private equity funded medical corporation in Michigan that partners with practices across the US. The partnership includes ancillary service offerings such as HR, IT, finance, payroll and strategic planning.

Pre-Migration Pain Points:



Managing two separate email accounts (corporate and practice level)



Unable to access resources via a single identity



No centralized communication platform between the corporation and practices



Our Solution

We worked with local practice managers to identify their current collaboration suite. From there, we identified licensing and/or contracts. Our team then combined licensing and executed e-mail migration projects.

The migration consisted of moving their current collaboration suite into a Microsoft 365 environment. We moved each user's emails, calendars, contracts, to-do lists, folders, and drafts. We identified usage of SharePoint, OneDrive, and Teams and then planned and executed the migration. We also supported the client post-migration with support both on-site and remotely. Expected migration issues included password resets, calendar sharing, Office 365 suite and Outlook activation issues. Most issues were resolved within 15 minutes.

Post Migration Results:



Collaboration suite combined and managed via Microsoft 365



Ability to manage automatic provisioning/deprovision of users with an application program interface (API) connection to client's payroll software



Reduced licensing cost/expense



A centralized communication platform for the corporation and practices



Put them in place to start using SharePoint as a company Intranet



Utilize Microsoft Teams as a unified video and collaboration suite