



BCM One migrates a nonprofit from Microsoft Exchange and Office 365 to a unified cloud platform.

Challenge

Our nonprofit client serves individuals with intellectual and development disabilities throughout its urban community. The organization used Microsoft Exchange, but it was running several different on-premises versions on different servers. And their employees were using varying OEM versions of Office 365. Managing it all was a lot of work, so they wanted to consolidate their licensing and move to a cloud implementation to stay up-to-date consistently and with less effort.

They had a few important requirements. Security was critical and integration with their single sign-on (SSO) and email journaling vendors was a big component of the deployment. They also wanted a partner who would help them with initial discovery and strategy, then turn over the deployment to their internal IT team—and they wanted it all to happen within a very aggressive time frame.

Solution

The organization turned to BCM One, as it had on previous projects including a Yammer rollout and WAN connectivity. We developed a three-pronged approach to include BCM One, the organization's IT team, and the key vendors. As we started developing the strategy and educating the internal team, the client realized their initial time frame was unrealistic and that a staggered approach would be required.

BCM One started with discovery to understand gaps that needed to be addressed to create an O365-ready foundation. We worked with the client to designate a best-practices pilot group which included a representative cross-section of the organization. We built the cloud environment and then created the processes to move the pilot users into the cloud, making adjustments as needed. The internal IT team shadowed the BCM One team throughout this entire phase to learn the environment and processes so they could eventually take over. Once the pilot users were fully migrated, the internal team took the reins, with the BCM One team on hand to provide support as they scheduled the rest of the users in batches. Finally, the BCM One team delivered comprehensive documentation of all the work done and provided post-migration stabilization support for another few weeks to ensure everything was running smoothly.

Result

Moving from a multi-infrastructure environment to one unified environment streamlined management, keeping it up to date and helping save the organization money—up to 25-30%. Because of BCM One's highly collaborative approach, the client was confident that extending the deployment time frame was the right decision, and the internal team received all the help and resources it needed to manage the bulk of the rollout and to support the environment on an ongoing basis.

Client:

Nonprofit providing services to individuals with intellectual and developmental disabilities

Users:

3,170 employees

Solution:

- Microsoft Exchange
- Microsoft Office 365