

## CASE STUDY:

### Global M365 Enablement

 **Microsoft 365**

The remit of our project was essentially to move a number of global regions off on-premises email, migrate away from Skype for Business onto Teams and also migrate all of the client's archived email from their Enterprise Vault into the 365 platform.

Throughout the project, Quorum provided design skills, advice and guidance, and technical direction.

Overall it was really about knowledge transfer and ensuring the client's technical teams completed the work that Quorum designed and oversaw. The client didn't want a team to come in and complete the work for them, but to guide, train and support them throughout.

*"At Quorum, we prefer a partnership type approach to projects, where we work closely with our clients. In this project, the client used Quorum to upskill their own team in the implementation, management and support of the deployment, so it was a great project for us."*

**Gordon Boyle, Quorum Client  
Commercial Manager**

Our client operates within a tightly regulated branch of the Banking and Financial Services industry.

The business has around 900 employees covering EMEA and Asia.

To progress their Cloud journey and streamline IT globally, our client required expertise and support to rollout the Microsoft 365 product set including Exchange Online, Teams, and OneDrive.

Industry audit requirements meant a migration from Microsoft Enterprise Vault Exchange Online was also necessary.

### The benefits of M365 enablement for our client included:

**1****Maximise ROI for existing licensing****2****Ability to connect and collaborate globally****3****Industry best practice and auditory compliance**

**The Solution** - The project was split into 3 phases, led by a full-time Project Manager, technical lead, and CTO from Quorum. This strategic approach underpinned by a strong team from both Quorum and the client helped make the project a success. Quorum project managed the client's internal teams alongside their own and were key in delivering end user communications and ultimately delivering a smooth rollout which had minimal impact on the client and their teams.

**PHASE 1 - Identity & Access Management:** Included preparation of the on-premises and Cloud environment for the product migrations and implementation of enhanced security. Establishing the technical foundations required to prepare for the deployment and how end users will securely access their new cloud-based services.

**PHASE 2 - Design, Test, & Implementation:** Focused on discovery and implementations of the user facing products: Teams, migration to Exchange Online and migration from Enterprise Vault into Exchange Online Archive. Discovery and design was also completed for OneDrive for Business for rollout at a later date.

Training and Q&A sessions were also delivered to around 300 users dialling in from 8 locations worldwide over 2 days. This was followed by scoping and delivery of "super-user training".

**PHASE 3 - Mail Flow Reconfiguration & Environment Decommissioning:** Delivered the tidy-up activity after the production migrations to decommission or reconfigure existing systems including Exchange, Skype for Business and mailflows. A handover with documentation was provided for the client in order to support the new cloud-based services and future rollouts.



*"This project featured users in 5 time zones and 8 locations with multiple device types and a variety of in-house custom applications. The complexity and variety made it a challenging but interesting project. The migration journey was fast to ensure minimal user impact and controlled handover of each element to the client's IT teams.*

*Much of the work was delivered jointly, with Quorum designing and architecting the solution for a client driven implementation." - Katy McSkimming, Quorum Project Manager*