



Company Type

Finance and IT, New York

Industry

Financial Consulting

How a New York-Based Firm Eliminated Its On-Premise Infrastructure with Migration to Office 365

Background:

A New York based company specializing in financial consulting services faced infrastructural challenges due to its rapid growth. The company's on-premise infrastructure was not capable to maintain the loads of its 350-mailbox email system.

The company wanted an alternative solution which was reliable, effective and economical than its current email solution.

Apps4Rent's Solution:

Migrate to Microsoft Office 365 that eliminates all the risks involved with the on-premise infrastructure.

Results:

The company no longer invests in maintaining hardware systems. The investment is directed towards its employees which fuels the growth of the company. All the users were migrated to Office 365 without any data loss or downtimes.

Background:

Litescape Eastman, local firm headquartered in New York City, specialized in financial consulting services with around 350 employees across the globe. Working in different time zones, their employees worked on-field as well as off-field. The company was on a strong growth trajectory. As they grew, the existing email solution required more maintenance and loads of other challenges threatened to slow the growth. At the same time, they wanted to diversify and offer new services.

To reduce costs and to eliminate the risks of downtimes and loss of productivity they decided to move to Exchange Online offering. Unlike Microsoft, migrations offered by Apps4Rent has 24/7 end-user support as a part of the service.

Challenges Faced:

Keeping email solution online 24/7 had started becoming a daunting task. Essential services like ability to sync with mobile devices, mail client connectivity from desktops became very critical. Moreover, they had to regularly keep compliance and licensing audits all the time. The continuous audits became challenging and distracted the attention of the internal IT team from their core competencies. This increased the costs significantly for the business owners. Besides, the upfront licensing costs added to the bad taste.

Working with users or IT team members from different continents and time zones was challenging. At times, the teams had to wait for the head office to open or raise a ticket for the New York team for email issues. That resulted in loss of productivity for that user. Keeping compliance in mind, they needed hardware systems which were reliable and robust.

“We were surprised by the results during migration. All users were migrated with zero data loss, and absolutely no headache. Apps4Rents migration and support team did everything – right from migrating data to setting up the user. We work on our core expertise and they work on theirs. We couldn’t be happier.”

- Mike, Head of IT, Litescape Eastman, Financials Company in New York

The Solution:

Organizations and large enterprises preferred Office 365 over other solutions. Since company had its own Exchange licenses, they can straightaway go for the Office 365 without any problems. Apps4Rent too suggested the same solution.



Process:

Apps4Rent and Mike from Litescape Eastman worked closely and came up with a detailed migration plan. They looked at several factors including data size, user availability, user roles, devices used, ideal date and time to move the user, kind of mail clients used and host of other questions. After scrutinizing every bit of information in detail, Apps4Rent offered a comprehensive migration plan. This was to be carried out in phased manner.

Since the company was improvising on its on-premise requirements, the type of migration chosen was “cutover migration.” Once the email addresses were provided, Apps4Rent team created the mailboxes on Office 365.

There were a few 'ifs' that needed to be considered:

- If email address had any associated aliases
- If the company had any email addresses that were configured to forward to any other email IDs
- If email addresses were a part of any email group or distribution list

Passwords were required to cross verify the data post migration. Auto-discover record was pointed to the existing email server to create the migration batch. Migration batch was initiated with a specific email address that had full access permission on all mailboxes in organization. Then, Apps4Rent assigned proper permissions that helped in avoiding any possible migration failures.



Results:

Business owners are now happy as with no downtime there is no business impact. Plus, they save valuable dollars with predictable monthly costs. They no longer need to spend huge dollars on trustworthy, robust and expensive hardware.

The IT team is also happy as they are no longer stretched. Now, they do not need to provide email support or end user support for mail services.