

Seamlessly delivering a complex migration to Microsoft 365



Challenge:

The client is a healthcare service provider in the United States that employs around 14,000 team members and is the second-largest of its kind in the Portland metro region. The client also owns operations in Sri Lanka and offers billing and finance operational assistance through a SaaS-based offering.

Having used an open-source platform for its communication and collaboration requirements for well over a decade, the client's migration to Microsoft 365 presented a whole host of challenges which required expert consultancy and guidance.

Solution:

After a detailed process study and a comprehensive mapping out of complexities, H One's technical team came up with a plan to address identified challenges with no impact on day-to-day operations, internal communication and collaboration processes. The adoption team then created bespoke training plans for different user groups and identified unique processes within their business.

The overriding objective was to complete the migration with minimal to no disruption in their day-to-day operations, and to also ensure that none of the client's teams based in the United States nor Sri Lanka would be impacted negatively from a business standpoint.

Results:

The client saw significant improvements in communication, collaboration and productivity as a result of the migration to Microsoft 365. H One's team of adoption specialists ensured that the client was well-versed in the implemented systems and capable of using them to maximise the organisation's potential. The migration also delivered:



Zero impact on ongoing operations



Higher productivity



Lower operating costs



A future-proof solution stack



Guaranteed reliability

