

BUSINESS CASE 3

Alif identified that their unstructured content stores and communications/meeting platforms were failing to meet some of their key organizational and strategic objectives.

These were:

- ✚ Security & Compliance
- ✚ Consistent, Centralized Device & User Experience Management
- ✚ Inconsistent Meeting & Audio Call Experiences
- ✚ Effective Intra-Office & External Communications
- ✚ A Dynamic, Engaging Intranet Portal
- ✚ Structured Data Governance & Information Classification

With content spread across on-premises SharePoint farms, file shares & user mailboxes, it was time to consolidate their concerns into a single service offering.

The overall objectives of the Office 365 project included readiness assessment, preparation for O365 migration, production cutover, training and User Acceptance Testing (UAT) and post-support. ARC was awarded the contract through an RFP process.

Business Solution

Office 365 is Microsoft's flagship cloud productivity suite, enabling organizations to realize massive savings and increased efficiencies by equipping their information workers with the tools they need to be their most effective.

Microsoft Teams is a unified communications and collaboration platform that seamlessly ties together OneDrive, SharePoint, Instant Messaging, Persistent Communications & Meeting Management into a single user experience.

Such a paradigm shift is a tough pill for users to swallow, as it entails a substantial shift in how they communicate and collaborate with their peers. ARC helped ease this transition through a handful of key activities:

The project was split into a few major phases:

Change Management & Communications

Alif led change management strategy and ideation sessions alongside internal technology and communications teams to help develop a consistent narrative as we rolled out a new intranet portal based on SharePoint Online alongside Microsoft Teams. ARC recognizes that the people barrier is the most difficult for organizations to break through, and through its experience in rolling out highly complicated ECM & Office 365 solutions at the Enterprise scale.

This process also involved one-on-one stakeholder interviews with managers, directors and staff to understand how each business area uniquely produced and shared information.

Tenant Configuration & Exchange Migration

Almost every Office 365 rollout will begin with a migration of on-premises exchange environments into Exchange Online. ARC provided guidance on following leading Microsoft practices for configuring a hybrid exchange environment and migrating on-premises mailboxes to the cloud.