



# Enterprise Office 365 Implementation



## CUSTOMER

Our client is a globally recognised luxury goods retailer with 4000 staff. For this client, who has been established for many years, reputation is everything. Providing a flawless service to their high profile customers is essential, and in return the brand expects a high level of service from their own suppliers too. As a large retailer operator that puts customer service and quality at the forefront of their brand, it is also important to this client that sales remain unaffected whilst upgrades of any sort take place.

## SCENARIO

Failing legacy systems and generally unreliable and vulnerable software were causing problems for the client. Decreased productivity and difficulty accessing data were causing degraded service levels. The client needed a solid, reliable solution that would suit the many different roles in their retail business; from head office to till point. The migration from the older failing systems to the new robust systems needed to be executed in a seamless way in order to avoid further interruptions to service levels.

## APPROACH

Firstly, our initial assessment to confirm suitability for Office 365 was an important part in the decision making process prior to any migration taking place. We worked in partnership with Microsoft and the client to develop a business case for upgrading to a cloud service.

It was also essential to ensure that the operations' infrastructure was ready for the change to a cloud service, so that once in place the staff were able to use the system immediately. This including analysing use of email throughout the company.

Once everything was in place, the Penman Team got to work on the technical delivery of the project. This included utilising our own Ascend software to automate the process.

## PROJECT DETAILS

With an intimate knowledge of the client's business and culture, we helped drive the business case and to identify necessary technical and cultural changes to move to Office 365. We did this by liaising with key employees to find out how computer systems were used for day to day tasks .

Penman then focused on technical delivery of the migration project. To ensure smooth delivery we utilised our own software "Ascend" to analyse existing infrastructure and automate user migration. Using Ascend allowed us to spot any potential hold ups and to address these effectively. We were able to customise the toolkit in Ascend to suit this particular client's exact needs.

We implemented one of the first corporate Hybrid Cloud Solutions worldwide. Competing with both IBM Lotus Live and Google Apps, we demonstrated the familiarity and simplicity of Microsoft's platform is the obvious choice for Enterprise customers.

## BENEFITS

The benefits of working with Penman IT for this client were:

- \* Implementation of Hybrid Office 365 with Office 2010 on the Desktop
- \* Our exclusive Ascend software eased the migration and licensing
- \* Ownership of one of the first Corporate Office 365 solutions worldwide
- \* Reduced staff overtime across the business
- \* Reduced power costs
- \* Reduced CAPEX costs on hardware
- \* The reliability and stability of Microsoft's Premier Platform

## THE RESULTS

The Penman Approach resulted in substantial decrease in operating costs and an increase in quality of service for a global brand that can now focus on running their business, not IT

"With Beyond's help we managed to deliver Office 365 across all divisions."

Server Team Manager, Retail



Gold Application Development  
Gold Datacenter  
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if you'd like to know more about our services please call on

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