



Streamlining for Success With Microsoft Office 365

Bigger isn't better when it comes to infrastructure. In an increasingly collaborative business world, progress belongs to those who streamline their systems, maximize internal efficiencies and increase their agility in the marketplace.

That's what a multinational company sought to do when it approached Insight. The client company, one of the world's largest providers of semiconductor assembly services, faced a scenario familiar to organizations on the rise: Its expanding workforce strained against an aging infrastructure as it struggled to communicate internally and with clients around the globe.

A longtime user of Lotus Notes®, the client had been largely satisfied with IBM's email and communications application. But when an expensive upgrade loomed, senior executives knew they had to think about their long-term future. Could they find a superior alternative? Would a cloud-based solution prove more cost-effective? What was the best way to improve performance and equip the client for the future?

Insight understands the hesitancy about cloud migration and what it may entail, so we began addressing those concerns directly.

The future vs. status quo

At Insight, answers begin with a full understanding of the client's situation and needs. This client, with offices in six countries across the Pacific Rim, was intrigued with the possibilities a cloud-based Microsoft® infrastructure offered, but was reluctant to embrace an exhausting technology changeover.

Lotus Notes was regarded as consistent, familiar technology — a big plus since the client's branches run almost autonomously. The company was concerned about the disruption a companywide migration would cause. And it was suspicious about trading its tried and true platform for a foreign system.

But accumulating costs and the company's own growth began to work against Lotus Notes. An upcoming software license renewal was estimated to cost \$750,000. Customers ran into compatibility issues with the client's email and calendars. And the restrictive size of its email boxes required the company to double the space on the Notes servers at all of its factories.

Client concerns covered 3 major areas.

1. Getting the company's headquarters and satellite offices to embrace an entirely new system
2. Minimizing the disruption of a companywide cloud migration
3. Realizing enough value, in new efficiencies and cost savings, to justify the changeover

Fast facts

Client industry:

Semiconductors and related services

Size of company:

12,000 employees in 6 countries

Challenge:

A Lotus Notes® platform posed compatibility issues when sharing information with outside clients. Small individual email boxes required double the space on the Notes servers at all locations.

Solution:

Microsoft Office 365™ cloud productivity suite, with Microsoft Exchange and SharePoint® Online. Insight, conducted a cost-benefit analysis, supervised the migration and trained the client's staff on the new system.

Results:

- 100x individual mailbox capacity increase
- Easier sharing of emails, calendars and other information
- Lower licensing fees and hardware costs

The Office 365 advantage

Insight determined the company's best option was a cloud-based Microsoft® solution structured around Office 365™. Insight understands the hesitancy about cloud migration and what it may entail, so we began by addressing those concerns directly:

- Microsoft's familiar interface would enable the company to transition without retraining users, or providing additional support or administration.
- Insight conducted a six-year cost analysis. In addition to the \$750,000 for the Lotus Notes® licensing renewal, the company would need a storage expansion to increase individual mailbox size — a feature provided at virtually no cost in the Office 365 solution.
- Additional upgrade expenses — including on-premises hardware and maintenance charges, higher licensing fees and cost standardization across countries — made Office 365 a more economical choice.
- The Microsoft Exchange calendaring and email server would provide an enterprise standard to solve the client's collaboration and compatibility issues. The client also found Exchange's security and compliance capabilities very attractive.

Insight hosted a weeklong *Office 365 Summit* in Korea with 25 of the client company's top IT managers. By the end of the week, the IT managers were convinced Insight Consulting Services could successfully migrate the client's Lotus Notes environment to Office 365.

A huge success

The greatest strategic challenge during the transition was dealing with the large number of employees from multiple countries. Here, Insight's strong project management and planning expertise helped the client redefine its business processes to work within the new environment.

Insight deployment specialists worked side by side with the client's IT staff throughout the migration: building processes, creating scripts and documenting ways to automate repeatable tasks. Insight conducted trainings and maintained a constant line of communication to help the company's IT staff and end users adapt to the new technology.

We also deployed a set of hybrid servers on premises to provide the client's IT staff with an easier mail administration point. Once migration was finished at the company's U.S. facilities, Insight sent a team of experts and resources overseas to support local migrations.

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Migration and deployment

The Office 365 solution increased company mailbox sizes by more than a hundredfold, at virtually no additional cost. The larger mailboxes now allow employees to easily share their calendars with outside customers and vendors. Since Microsoft established the industry standard for enterprise mail, the Office 365 solution also improves collaboration and connects users to a modernized system that is continually updated.

Because the new system requires little internal management or maintenance, the client is now exploring ways to take the extra time and IT resources — previously devoted to Lotus Notes — and redirect them toward internal projects, like streamlining systems. Offloading the processing from on-premises servers to Office 365 has dramatically reduced hardware costs. And the client also enjoys lower licensing expenses — standardized across countries.

Insight continues to maintain a very open relationship with this client, helping guide the deployment of Microsoft technologies across its global environment. Recently, the client engaged Insight to migrate some of its Lotus Notes applications over to SharePoint® Online. The company is also exploring the possibility of long-term desktop management and identity management solution deployments.

Christine Morrison, Insight's presiding account executive, considers the factory migrations "a huge success."