



4000+ Mailbox Migrations from Exchange 2013 to O365 in 5-Months

About the Client

The client is a leading multi-technological solutions provider, trusted by top-tier companies across multitudes of industries.

Headquartered in Singapore, the client has a team of 13,100 employees, who embark on a routine journey to design, engineer, and deliver advanced applications development and precision engineering solutions for customers in nearly 30 locations across 14 countries.

Since the last two years, they began focussing more on hybrid and cloud-based solutions, which have the capacity to flexibly turn a CAPEX model into an OPEX one. The client also began focussing on moving their business on cloud, to meet their short and long-term goals.

The Problem

The client's Enterprise Agreement (EA) with Microsoft was close to expiry and we were faced with either options of renewing the MS EA or moving it to cloud O365. Hexaware identified that the move to O365 CSP licensing model would eliminate the standalone licenses that the customer had purchased for products like SharePoint, Skype for Business and at the same time include additional features that were non-existent like OneDrive for Business and Advanced Threat Protection.

Leveraging the Cloud Service Provider Partner (CSP) with Microsoft in Singapore, Hexaware was the first choice for the client. Hexaware also brought in collaboration capability and rich experience in Exchange upgradation and migration that was critical for the client. Hexaware has risen to become a strategic partner with the client due to the engagement of IT Service Desk rollout, Service NOW Implementation, SAP PM rollout and Deskside support, along with O365 Migration.



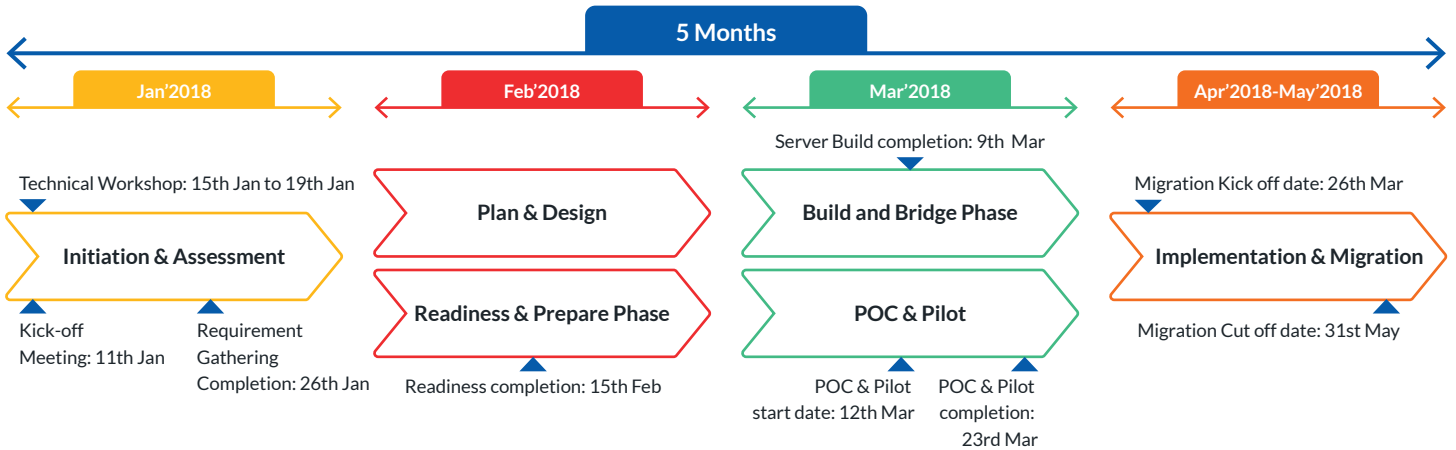
The Solution


From Hexaware, a close-knit team of four was involved in the project. They collaborated with the client's support team to seamlessly migrate 4000+ users from Exchange 2013 to O365 in 5-months' time. The migration took place without any downtime or any issues faced by the end users. Post mailbox migration, Hexaware also provided 24X7 support to end users covering all the client's locations.

The only challenge that Hexaware faced was the financial reengineering of the current CAPEX-based enterprise agreement to OPEX-based CSP Model. Just after a month of O365 migration, realizing the flexibility and other benefits offered by the CSP model, the client was confident to convert their on-prem MS Project and MS Visio, to Hexaware's CSP licensing.

Below is the snapshot of Hexaware's O365 Migration and License Management journey:

O365 Migration Strategy & Milestones





01

Assessment


- Kick-Off meeting between Hexaware team and Interplex & identification of SPOCs from both sides, for Office 365 migration engagement
- Finalize workshop plans
- Define scope
- Establishment of governance and communication structure
- Understand existing infra in detail and get necessary access
- Discuss infra components



02

Plan & Design


- Assess AD objects
- Remediate AD and cleanup - invalid data
- Fix non-routable domains
- Network ports and rules
- Domain names and certificates
- Network bandwidth availability
- Mailbox size information
- Clients patches & updates
- Create subscription
- Credential sharing
- Service & test accounts
- Client machines
- Publish record in public DNS



03

Build & POC

- Build & configure WAP
- Build & configure ADFS
- Build & configure AD connect
- Synchronize AD
- Configure hybrid (Exchange & Lync)
- Validate bridge setup
- Migrate test mailbox
- Use SWRC to determine actual throughput
- Validate functionalities such as mail routing, free busy etc.
- Review test results
- Sign off and prepare for migration



04

O365 Migration

- Hexaware will perform 400-500 migrations per week (80-100 migrations per day)
List of 1712 AD users who will be on E1 and 2434 AD users who will be in E3
- AD synchronization and federation
- Provision Skype for Business
- Provide email achieving
- Establish coexistence & hybrid environment
- Phase 1 - South & South East Asia - 823
- Phase 2 - North America - 925
- Phase 3 - Europe - 369
- Phase 4 - China - 2029



The Result

As a business case, the client's decision to move with O365 migration resulted in 16% savings, in comparison to renewing the Existing Enterprise Agreement. The O365 migration not only has short term benefits in terms of flexibility, but also in the long term, the client can opt for license management as well as, services like ATP, Power BI, converting E1 to E3 etc. at any given point of time.

Hexaware now supports the messaging and collaboration platform for the client, along with all license management activities that are fulfilled within the span of a day from Hexaware MS CSP in the Singapore region.



About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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