

Success Story

Case Study Office 365



**Futurism**

Microsoft Office 365

— EXECUTIVE SUMMARY —

With 80 outlets, the client is the prominent luxury fashion house in the entire Europe. Headquartered in Paris, their key offerings include ready-to-wear outerwear, fashion accessories, fragrances, sunglasses, and cosmetics. In the existence since last 150 years, the client has stores in more than 20 countries.

We invested time in analyzing the in-store technical infrastructure of the client from the viewpoint of their needs. It enabled us to create a blueprint of the solution with granular details.

— CLIENT CHALLENGES —

The existing Exchange email server used by the client was timeworn due to accelerated growth and an increased reliance on email communications over the past 5 years



The file server used by the client had very limited capabilities, as it was outdated. This negatively affected the already overworked Exchange server, as employees were relying on email to accomplish daily productivity tasks and collaboration with other colleagues on files and documents



As a result of accelerated growth and increased reliance on email communications, existing employees were using many different versions of Microsoft Office from 2003 to 2010.





Benefits

- Reduction in on-premises server maintenance
- Achieved a **99.9%** service level agreement (SLA) for availability
- Better Collaboration between office and remote staff
- The effective online backup solution in place
- Eased the evaluation of hybrid technology and new features with the migration of content to the new Office 365 SharePoint tenant

After the preliminary analysis of the client's technical framework, we proposed the immediate migration to Microsoft Office 365. The proposal was based on the following rationale:

Use of the same version of Outlook and Office applications within Office 365 was necessary to remove compatibility issues and make ongoing support and widespread training easier.

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SharePoint Online, inbuilt in the Office 365 Business premium, is the perfect solution for an organization that needs to efficiently manage all its documents and collaboration platforms.

The external sales team can use the same email and document management platforms that can be accessed anywhere from the cloud. It will enable them to share and collaborate on documents as if they were working in the office.

As staff members are already using Microsoft applications, the transition to Office 365 becomes easier.

A 99.9% uptime guarantee in the Service Level Agreement (SLA) provides greater reliability without investing in costly Hyper-V server, backup power, and storage areas.

Better security prospects due to encryption technologies, data protection agreements, and more.

After clarifying all the doubts that the client had about Office 365 migration, it requested Out IT Department to fully manage the Office 365 migration project on their behalf to prevent their in-house IT function from being distracted from day-to-day support responsibilities.

Groundwork —

Once we got the green signal from the client, our Project Management team worked closely with its IT Manager and the Senior Management team. We ensured that all the stakeholders would be kept in a loop at every stage of the migration process.

To properly educate them about the scope of the work, we prepared the Statement of Work. It had a detailed description of deliverables and milestones, the resources required to complete the project and a breakdown of costs and deadlines.

Training —

To give a complete picture of the Office 365 migration process, our Technical Account Manager also ran a number of Office 365 workshops with the client's staff members. The additional goal was to make them familiar with Office 365's interface, features, and functionality.

This proactive approach curtailed the negative impact on productivity which is sometimes visible after migrating to a new software platform.

Final Implementation —

Before Office 365 was deployed in the client's New Jersey office, our Project Management team picked 10 staff members from different departments to pilot Office 365 in a test environment. This ensured the proper functioning of the Office 365 in the client's working environment. This testing also helped in pinpointing any potential challenges that may arise while implementing the migration process.

- Once the testing period finished successfully, we completed the following implementation tasks:
- Migration of 200+ mailboxes from the existing Exchange Server to Office 365.
- Developed necessary PowerShell scripts to automate Office 365 administration activities, including bulk license provisioning, Skype configurations, and more.
- Complete migration of all prevailing public folders to public folders in Office 365.
- Configured the identity and password synchronization between Active Directory on the client's Windows server and Office 365.
- Configured single sign-on using Active Directory Federation Services (ADFS)
- DNS records updates.



Thank You

About Futurism Technologies

Futurism Technologies is a global business leader, that bringing 360-degree Digital Transformation for business enterprises of various sizes, as well as technology providers by delivering assured business efficiency through a set of new-age technologies. We provide end-to-end high quality and cost-effective IT services to a variety of industries. With state of the art offices in India, US, UK, Australia, and UAE, we have become a global trusted partner of our clients by delivering age-defining and convention-defying digital transformation solutions.

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