

Office 365 Migration and
Operations Support for
US-Based Publishing Company





Client

Founded in 1909, the client is a US-based mass media company, with 150+ million consumers across its 19 brands and media. It also develops film, television, and digital video programming.



Challenges

- No standard solution to provide collaboration of email, instant messaging, conferencing, and document management
- Higher IT administration and hardware cost due to overheads and on-premise assets
- Complex user administration



LTIMindtree Solution

- Worked with Microsoft and onsite team to deploy hybrid environment (migration from on-premise to Exchange Online, ADFS design, and implementation for SSO with Office 365)
- Worked on mailbox migration to Office 365 in staged approach, using MIGCloud Toolset
- Deployed offshore delivery model to provide 24*7 Office 365 support services
- Implemented customized quality processes for incident and change handling
- Implemented quarterly reports to review utilization in order to reduce licensing cost



Business Benefits

- Achieved a standard platform for business and collaboration within six months
- Improved employee experience leading to greater work efficiency
- Improved turnaround-time for request fulfillment and issue resolutions



Technologies Used

AD, Office 365, Azure AD, ADFS, MIGCloud

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