

Multinational Migration to MSoft Teams

The Challenge

The challenge for a Global Telecom provider was to migrate 30k+ users across an international estate of legacy and disparate on-premises telephony to Microsoft Teams with minimum day to day impact to business as usual.

The client wanted a smooth and seamless rollout in country & location waves, ensuring all users were accounted for and no change freeze was introduced too early to disrupt onboarding of new starters.

The Solution

MIT carried out remote discovery audits of the legacy estate, delivering current users and associated users, but it soon became clear MIT could add additional layers of professional services to increase the accuracy and success of first time migrations.

MIT introduced a validation process of users against the Azure Active Directory of the client to highlight the correct User Principal Name (UPN), critical in Teams migration, and recent starters & leavers were included or removed. This meant the user onboarding forms could be submitted days before migration, instead of weeks, and increasing the first-time success rate from 68% to 95%, reducing snagging and allowing User Acceptance Testing (UAT) complete within hours.

The Value

The value of partnering with MIT provided a clear confidence with the global telecom provider to deliver on-time migrations, no disruption, and a clear roadmap of future countries to be onboarded.

Website

www.mit-tech.co.uk

Email

sales@mit-tech.co.uk

Phone

08442478881

“MIT joined the BT project and easily integrated as One Team”.