

Multinational Migration to Microsoft Teams

Case Study

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Background

A global telecommunications provider was undertaking a large-scale transformation programme to modernise its voice estate by migrating users from multiple legacy, on-premises telephony platforms to Microsoft Teams. The organisation operated across numerous countries and locations, each with differing legacy systems, processes, and levels of maturity.

The migration needed to be delivered at scale, covering more than 30,000 users, while maintaining business continuity and supporting ongoing organisational change, including new starters and leavers.

The Problem We Overcame

The client faced significant complexity due to the size and geographical spread of the estate, combined with the fragmented nature of the existing telephony platforms. Each country and location had its own legacy configuration, making it difficult to establish a consistent, accurate view of users and services.

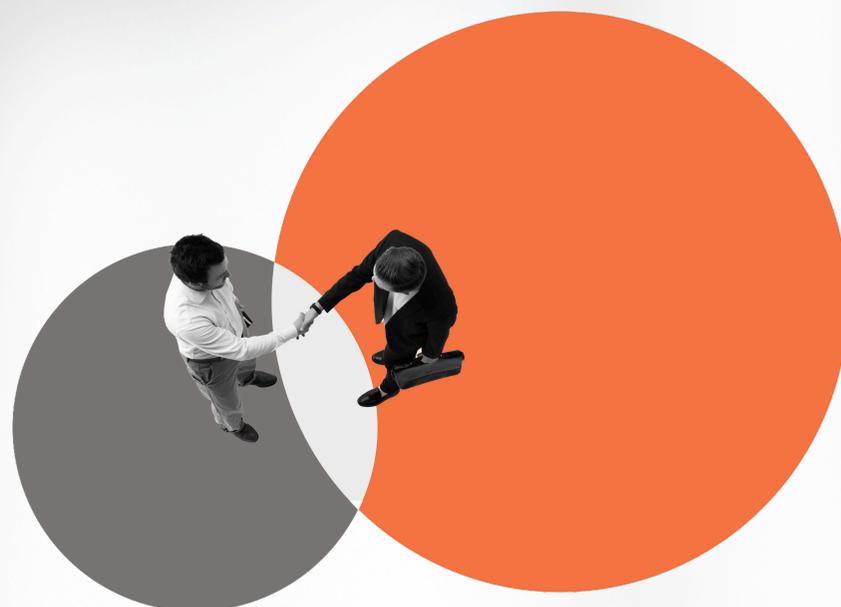
A key concern was minimising day-to-day impact on business operations. The client required a phased rollout by country and location, without introducing an early change freeze that would disrupt user onboarding or delay the addition of new starters. Any inaccuracies in user data risked failed migrations, extended snagging periods, and delayed user acceptance testing (UAT).



Problem Statement

The global telecom provider required a reliable and repeatable way to identify, validate, and migrate users from disparate legacy telephony systems into Microsoft Teams. The solution needed to ensure that all users were accounted for, correctly configured, and migrated successfully on the first attempt.

Without improved data accuracy and validation, the programme risked low first-time migration success rates, prolonged UAT, and increased operational disruption across multiple countries.



Objective

The objective was to enable a smooth, scalable, and low-risk migration of 30,000+ users to Microsoft Teams by:

- Accurately identifying all active users across the legacy estate
- Validating user identities and configurations prior to migration
- Supporting phased, country-by-country rollout waves
- Reducing failed migrations and post-migration snagging
- Allowing UAT to be completed quickly and confidently

Ultimately, the goal was to deliver a seamless user experience with minimal impact to business as usual.



Solution Implemented

MIT carried out remote discovery audits across the legacy telephony estate, producing detailed reports of current users and their associated services. During this phase, it became clear that MIT could further improve outcomes by introducing additional layers of professional services.

MIT implemented a user validation process that cross-referenced discovered telephony users against the client's Azure Active Directory (AAD). This process ensured that each user's User Principal Name (UPN) — a critical dependency for Microsoft Teams migrations — was correct and up to date.

Recent starters were identified and included, while leavers were removed, ensuring migration data accurately reflected the live organisation. As a result, user onboarding forms could be submitted days rather than weeks ahead of migration.

Technology Used

The programme leveraged MIT discovery and reporting tools in conjunction with Microsoft Azure Active Directory and Microsoft Teams.

MIT's tooling enabled detailed insight into legacy telephony users, while AAD validation ensured identity alignment and readiness for Teams migration. This combination created a robust, data-driven foundation for large-scale, repeatable migration waves across multiple countries.

Implementation Challenges

One of the main challenges was managing constant organisational change during the migration programme. Users were joining and leaving the business continuously, and an early change freeze would have disrupted onboarding and created operational friction.

Another challenge was improving migration success rates without slowing down delivery. By introducing validation early in the process, MIT ensured accuracy without adding unnecessary overhead, allowing migration planning and execution to remain agile.



Results and Benefits

The enhanced discovery and validation approach delivered a significant improvement in migration outcomes. First-time migration success rates increased from 68% to 95%, dramatically reducing post-migration snagging.

User Acceptance Testing (UAT) was completed within hours rather than days, enabling faster sign-off and smoother transition between migration waves. The client gained confidence that each country rollout was built on accurate, validated data.

Conclusion

Partnering with MIT provided the global telecommunications provider with the confidence and capability to deliver a complex, multi-country Microsoft Teams migration at scale. By combining deep discovery, identity validation, and professional services expertise, MIT enabled accurate, first-time-right migrations with minimal disruption to business operations.

The programme delivered on-time migrations, reduced operational risk, and established a clear, repeatable roadmap for onboarding future countries and locations. As a result, the client was able to modernise its telephony estate while maintaining business continuity and supporting ongoing organisational change.

