WHERE META MATTERS

National Government migration, Legacy to Cloud

Case Study

Presented By: MIT

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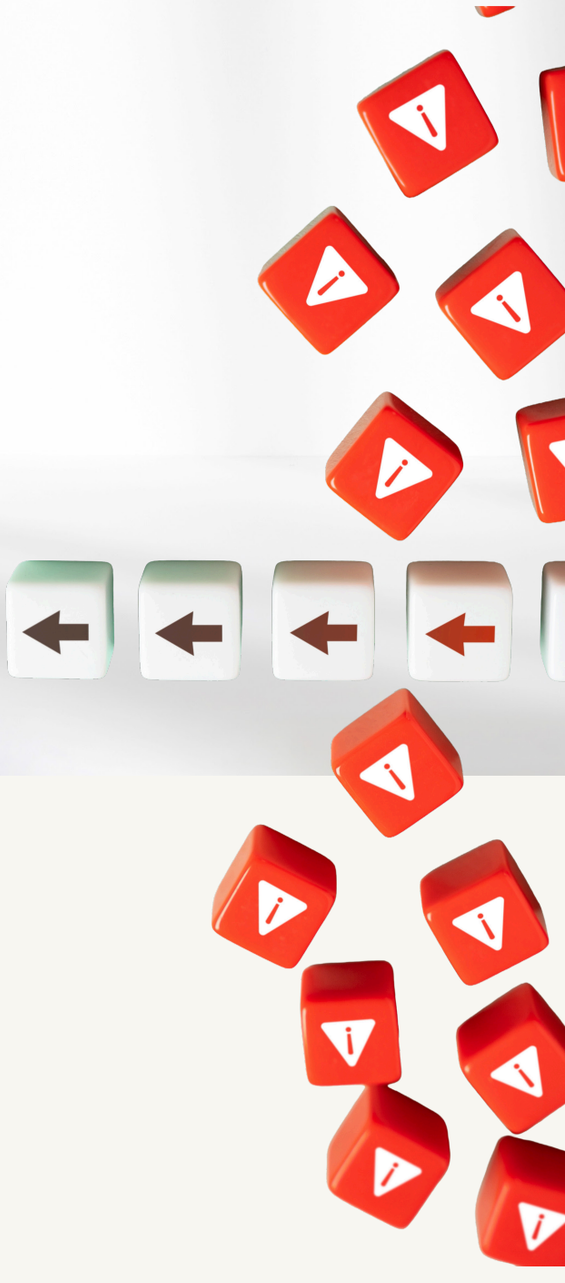
Background

A UK national public service organisation embarked on a major transformation programme to migrate its telephony estate to a cloud-based solution. The programme covered more than 120,000 users across over 1,000 sites nationwide, including cities, towns, and rural locations.

Given the organisation's role in delivering a critical service to the UK public, it was essential that the migration was completed without disruption to day-to-day operations. Any degradation in service availability or responsiveness would have had a direct impact on the public.



The Problem We Overcame

The scale of the programme presented a significant challenge. Migrating over 120,000 users while maintaining business as usual required a highly controlled, repeatable, and low-risk approach.

While the size of the estate was vast, a key complexity was the need to deliver the migration at pace without overwhelming operational teams or introducing instability. The programme also needed to support ongoing service delivery, user training, and adoption, all while maintaining public-facing service levels.

Fortunately, all users were operating on the same legacy telephony platform. This consistency created an opportunity to design a standardised and repeatable migration approach — but only if data could be captured, validated, and orchestrated accurately at scale.

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Problem Statement

The organisation required a migration approach capable of handling very high user volumes across a large number of sites, without impacting a mission-critical public service.

The solution needed to ensure rapid and accurate capture of legacy user data, efficient preparation for cloud provisioning, and the ability to deliver migrations in structured, predictable waves. Without this, the programme risked excessive timelines, service disruption, and delayed user adoption.

Objective

The primary objective was to migrate 120,000+ users to a cloud solution as quickly and safely as possible while maintaining uninterrupted service delivery to the UK public.

Key objectives included:

- Designing a repeatable and scalable migration process
- Enabling rapid legacy data capture and preparation
- Supporting phased delivery across hundreds of locations
- Minimising impact on business as usual
- Accelerating user readiness and adoption of new technology

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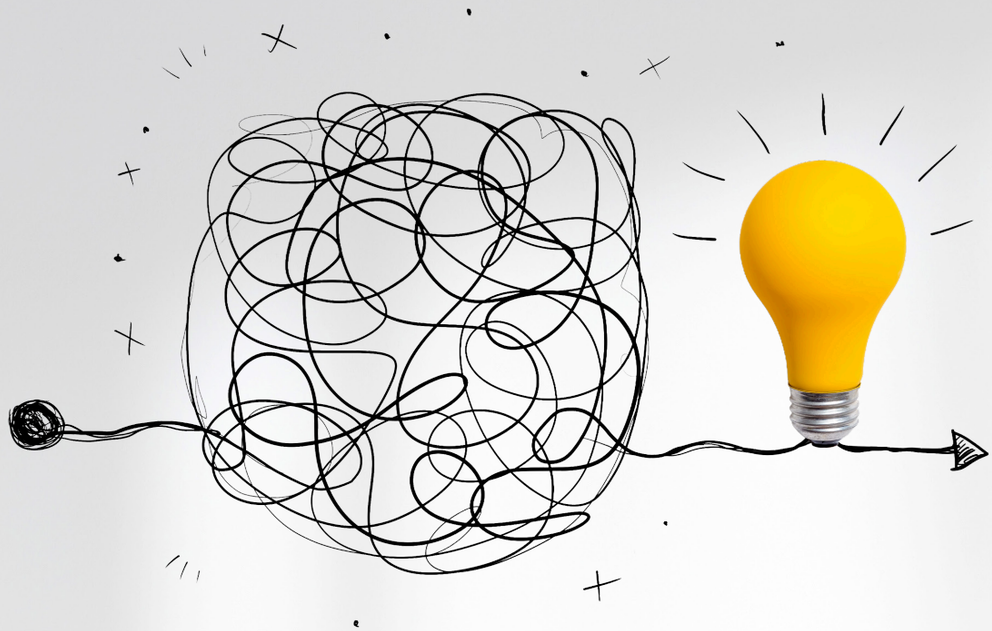

Solution Implemented

MIT designed and implemented a regular, repeatable process for capturing legacy user data and rapidly orchestrating it in preparation for cloud provisioning.

This approach was validated through a series of Proof of Concepts, ensuring accuracy, performance, and scalability before full rollout. Once proven, the process was immediately deployed in structured migration waves across the UK.

A disciplined programme of data capture was introduced, operating at a rate of 10 site locations per day. The captured data was then orchestrated and made ready for provisioning within 24 hours, enabling rapid, predictable migration cycles.

Technology Used

MIT leveraged its specialist data extraction and orchestration tooling, combined with cloud provisioning workflows, to deliver a highly automated and scalable migration process.

The use of a single, consistent legacy platform across the estate allowed MIT to optimise and standardise the tooling and processes, ensuring speed and accuracy were maintained as volumes increased.

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Implementation Challenges

One of the main challenges was balancing speed with service continuity. The programme had to move at pace while ensuring that no degradation was introduced into a critical national service.

Another challenge was operational coordination across more than 1,000 sites. The repeatable process designed by MIT reduced complexity and variability, allowing teams to execute migrations confidently without introducing localised risk.

By proving the approach early through Proof of Concepts, MIT ensured the full rollout could proceed without hesitation.

Results and Benefits

The results significantly exceeded original expectations. A programme initially estimated to take up to 24 months was successfully completed in just 8 months.

The repeatable data extraction, orchestration, and provisioning process enabled rapid migration at scale while maintaining business as usual throughout. Users were trained earlier in the programme and were able to take advantage of the new cloud technology more quickly and effectively.

This led to faster adoption, improved user experience, and ongoing process improvements across the national service.

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Conclusion

MIT's structured and repeatable migration approach enabled the successful transformation of a large-scale, mission-critical public service telephony estate. By combining rapid data capture, orchestration, and disciplined delivery waves, MIT delivered a cloud migration that was both fast and low risk.

The programme demonstrated that even migrations of national scale can be delivered ahead of schedule when underpinned by accurate data, proven processes, and strong delivery governance. Most importantly, the migration was completed with minimal impact to the UK public, ensuring continuity of a vital national service.

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