 OAKWOOD

Moving Exchange to The Cloud

Large healthcare network needed assistance in moving Exchange to Microsoft 365

OVERVIEW

Oakwood's Microsoft 365 Team recently had the opportunity to assist in migrating a regional healthcare provider from Exchange to Microsoft 365. This healthcare network has roots dating back more than 100 years and offers the services of 100+ providers and 20 specialties with 5 community clinics all supported by a critical access hospital on their main campus.

The client had met with several potential providers to help with this task but were never completely satisfied with finding a partner that possessed extensive past experiences who could also manage the complexities of a move such as this while mitigating associated risks. Then they found Oakwood.

SOLUTION

It is critical that a migration to Microsoft 365 cloud services be carefully planned and performed by a team with experience in managing change, a framework for reducing risk, and a methodology that has been time-tested but also continually improved. Any firm can provide a checklist or a set of project plans. What separates Oakwood from other service providers is their ability to apply their migration methodology to the specific needs and objectives of the organization and not the other way around. Oakwood's priority is on understanding exactly what our clients expect to accomplish when migrating to Microsoft 365 and facilitating a shared understanding of how we will, together, make that possible.

Oakwood utilized their methodology for Microsoft cloud services migrations that prioritizes flexibility and focuses on change management throughout the course of the project. This methodology is comprised of the five phases below.

Discovery: It's here where the Oakwood Team gains a detailed understanding of both the source environment and all the potential issues or risks associated to the project. The Team shares their understanding of the 365 environment and how it should be configured with client stakeholders prior to moving to next steps.

SUMMARY

Business Challenge:
Oakwood's 365 Team would have to migrate over 1,000 user mailboxes in an aggressive timeline while ensuring critical data is kept secure and confidential.

Solution:
The Oakwood Team leaned on their proven methodology in order to move their client's mail to the cloud. This methodology allows Oakwood to communicate cost and duration more accurately to their client and properly address and mitigate known risks along the way.

Benefits:
Moving to Exchange to the cloud has allowed the client, and their users, to access their mail from anywhere and on any device. This has also freed up valuable management time from internal IT resources with the benefit of enterprise-level security.

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Planning: This critical step sets proper expectations for the migration journey. Oakwood will outline a migration schedule, the work breakdown structure (WBS) for each workload in scope, communication planning, migration sequence of events, and the governance for the Microsoft services being utilized upon deployment.

Design: Upon satisfying all migration prerequisites and removing any existing migrations barriers – the Oakwood Team will document the identified requirements for the configuring the environment for hybrid migration and 365 tenant configuration design & build.

Prepare & Pilot: Communicating to end users to prepare them for migration, performing pilot migrations to vet processes and capture any outstanding modifications to the plan or environment.

Migrate: Finally, the Oakwood Team executed the mailbox migrations and ensured end-users and their data is secure and compliant with governance in the target environment.

FINAL THOUGHTS

If you're currently managing a mail server within a corporate infrastructure you already know this is no simple task.

Microsoft Exchange Online provides the advantages of a cloud-based email service with the same features, capabilities and customization options of an on-premises server deployment. Simply put, Microsoft will store, manage, and secure your businesses email for a fixed monthly cost.

If you're ready to make the move to the cloud – don't trust just anyone. We strongly encourage you look to a partner with a 40+ year track record of providing outstanding business outcomes to their clients. The Oakwood Team is here to assist.