

Microsoft 365 and Microsoft Teams migration offers stability and new business opportunities during COVID-19 pandemic

With restricted remote access to legacy systems, poor collaboration across sites and difficulty obtaining the right solution or knowledge from their existing contractor, this client turned to Qaixen for support migrating their systems to Microsoft 365 and training in using Microsoft Teams.

It turns out this was just the right time to implement the solution before the global lockdown hit, and has enabled this company to continue to operate throughout the pandemic period.

THE BRIEF



In 2018, a Qaixen client decided to move their systems to Microsoft 365 (previously Office 365). The plan was to move everything to the cloud and provide staff with the latest devices including replacing old laptops with Microsoft Surface devices, to support a more agile way of working.

The client was significantly behind when it came to IT, so embarking on this was a challenge for them initially. The problem came when their existing Microsoft partner did not have the expertise in Microsoft Teams or Information Management, so they turned to the team at Qaixen to help them build the perfect solution.

THE QAIXEN SOLUTION



Cultural Shift to Remote Working Creates New Opportunities

By rolling out a training and adoption programme, our client has quickly adapted to new ways of working. With staff located on dozens of sites, the training and adoption were delivered in multiple ways, in-person as well as remotely. This allowed Qaixen to quickly onboard as many staff as possible to the new technology.

The new platform has also transformed the client's hiring policy. Staff can now be hired further afield, allowing them to recruit (and retain) a more diverse workforce. This would not have been possible without the technology change.

As the client adapts to working life during the COVID-19 pandemic, Microsoft Teams has become essential to their day-to-day business operations; their estimated use of Microsoft Teams has seen a huge increase, from 5% to around 90%.

MIGRATING iMANAGE TO SHAREPOINT ONLINE



The client was using HP Autonomy Worksite (now iManage Work) within part of the organisation. The collaborative limitations of managing content within the Worksite platform meant they needed a new approach that was part of a well-structured and inclusive online environment. Qaixen worked with the client to find the right tool to migrate the content from Worksite to SharePoint Online.

The features differ between the two platforms, so we also helped them improve the Information Architecture and metadata. We also implemented a more flexible security structure. Being able to decommission their legacy Worksite platform will save the client money on hardware, software license and also support costs from external parties.

MICROSOFT TEAMS TO BENEFIT STAFF WELLBEING AND THE ENVIRONMENT



As part of its culture as a family-run business and an Investor in People, the wellbeing of staff was the driving factor behind our client's digital transformation journey. They wanted a solution that allowed staff a better work-life balance alongside a more reliable infrastructure; greater security was a bonus.

The client was using Skype for Business, but not extensively, so Qaixen helped them roll out Microsoft Teams across the company. This helped reduce travel, adding to their already good green credentials (they encourage the use of bikes and electric vehicles).

The use of Microsoft Teams allowed more flexible working hours for staff, which happened to come at the right time with the COVID-19 lockdown. By monitoring their Microsoft Teams usage, the client can compare its uptake with the decline of business travel (pre-pandemic).

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NEXT STEPS



The project completed in early March 2020, just before lockdown. Making the decision to migrate to Microsoft 365, in hindsight of the COVID-19 pandemic, proved to be a wise move.

However, our client's digital transformation journey is not over. The pandemic has meant that they now need to accelerate some aspects of their programme of work. What they have done so far will help them to continue to deliver excellent service to their customers.

Few positives come out of a pandemic; however, the fact is businesses are realising that, where possible, an agile way of working offers more opportunities that can lead to greater stability.

Are you looking to update your online platforms? Contact us about Digital Transformation, SharePoint Online, Microsoft Teams, Legacy CMS/DMS data migration and all your Microsoft requirements.