



Legacy Meets Innovation as Major General Contracting Firm Partners with XTGlobal for a Seamless Microsoft 365 Migration and Productivity Boost



ABOUT CLIENT

Our client is a leading full-service general contracting firm specialized in a range of sectors, including commercial, industrial, e-commerce, affordable housing, healthcare, education, solar, infrastructure, and tenant improvements. Since its founding in 1932, the company has adhered to the vision and practices of its founder, building a strong reputation as a self-performing concrete tilt-up contractor with over 400 skilled craftsmen. The client's success is grounded in the integrity and honesty that underpin their relationships with business partners and teams, driving a prominent position in California's construction industry.

CLIENT CHALLENGE

The client, with a user base of 300, faced a critical challenge as their aging Exchange 2016 infrastructure neared its end of support, putting their business continuity and productivity at risk. Recognizing the need to upgrade to a more secure and scalable platform, the client decided to migrate to Microsoft 365 to leverage advanced productivity tools. However, the migration needed to be executed in phases, including moving user mailboxes, calendars, and email distribution lists/groups while maintaining seamless functionality throughout the transition. A key objective was to ensure business operations were uninterrupted, with users continuing to access their email without downtime.

In addition to the migration, the client encountered persistent issues with their Active Directory (AD) synchronization setup. This presented a significant challenge as AD synchronization was critical to managing user identities and ensuring secure and smooth integration between their on-premises infrastructure and Microsoft 365. The client required a solution that would not only facilitate a smooth migration but also address their AD sync challenges to ensure a fully functional and secure email environment post-migration.

TECH STACK



Microsoft 365

XTGLOBAL BUSINESS SOLUTION

Our solution not only ensured a smooth and phased transition but also enhanced the client's overall operational efficiency while securing their email infrastructure for the future.

Customer Requirements Evaluation

XTGlobal conducted an in-depth analysis of the client's existing infrastructure, user requirements, and operational goals. This included assessing the current AD sync setup and identifying areas needing resolution.

Hybrid Environment Implementation

A hybrid Exchange environment was established to enable coexistence between the client's on-premises Exchange and Microsoft 365 tenant. This setup allowed a phased migration of user mailboxes while minimizing disruption to email services.

Streamlined Migration Process

XTGlobal employed a structured migration approach, which included:

- 01 Comprehensive Assessment:** Reviewing all user data, mailboxes, calendars, and distribution lists/groups
- 02 Migration Planning:** Creating a detailed migration plan that schedules the transition in phases
- 03 Data Preparation:** Verifying data integrity, cleaning up obsolete records, and preparing the user data for migration
- 04 Cutover Planning:** Strategically timing the cloud transition to minimize user impact and align with business operations
- 05 User Training:** Providing training to ensure a smooth adoption of Microsoft 365 tools, covering mail, calendar, and distribution list management in the new environment
- 06 Post-Migration Support:** Offering ongoing technical support to troubleshoot any issues and ensure stability post-migration

Resolution of AD Sync Issues

A hybrid Exchange environment was established to enable coexistence between the client's on-premises Exchange and Microsoft 365 tenant. This setup allowed a phased migration of user mailboxes while minimizing disruption to email services.

Enhanced Collaboration & Security

By migrating to Microsoft 365, the client experienced improved collaboration across teams, enhanced email security, and reduced IT overhead through automated cloud-based management tools.

Long-Term Coexistence

The hybrid Exchange environment facilitated ongoing coexistence between the on-premises system and Microsoft 365, allowing for future flexibility and easy management of additional migrations as the business evolves.



BUSINESS BENEFITS

Phased migration ensured continuous email services with minimal downtime

Implemented a tailored migration strategy to address the client's unique needs and budget

Eliminated potential email service disruptions due to infrastructure failure by 100%

Reduced IT expenses by eliminating on-premises infrastructure maintenance

Post-migration assistance and user training ensured smooth adoption



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