



# **Case Study: Microsoft 365 Email Migration**

## The Client

Our client is a global investment banking advisory company, providing strategic advice and investment banking services specifically in clean energy and infrastructure across Europe and the Americas.

## The Challenge

Our client was using a third-party email provider for their communication needs. While the service provided basic email functionality, the company faced several challenges, including management and integration issues, increasing security concerns, inconsistent user experience and cost management.

They had an existing Microsoft 365 tenant, which was not being used effectively. They stipulated that any solution must reduce business interruption to a minimum and that data integrity is of the upmost importance and must be reported on.

## The Solution

Abacus' Professional Service team proposed a low downtime migration to Microsoft 365, which offered a comprehensive suite of tools and services designed to meet their needs. The solution allowed for a unified platform, integrating email, calendar and productivity tools with advanced collaboration features. The solution facilitated, a wider ability to seamlessly combine with other third-party applications and a cost saving by utilising already available services incorporated in their Microsoft 365 subscriptions.

The existing Microsoft 365 tenant and user accounts were prepared for the migration. Backups and monitoring of the tenant were implemented well before the migration. Trusted Microsoft 365 migration tools were used to stage an initial subset of data into the Microsoft 365 tenant, at which point senior users tested the environment to gain confidence in a successful migration with zero data loss.

A final migration weekend was agreed in advance and notice of the change was communicated across the business. On a weekend, email archiving, email security and signature services were updated before a final migration of data. A booking system was used to allow users to schedule time if they needed assistance updating their endpoints. The Project Manager maintained a migration tracker, ensuring all users were confirmed working, before supplying complete data migration reports to key stakeholders as proof of a successful migration. Mail flow, backups and monitoring were checked again, before handing over to the Service Desk for continued support.

## Overall Benefits to the Client

- Full control and management of email environment
- Cost savings by removing third party
- Better integration with third party applications
- Reliable user experience



## Key Contacts



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