Your Hosts

Tony Head
Founder & CEO

Tony is the founder and CEO of Accessplc. With more than 35 years of industry experience, Tony has an unmatched drive and passion for excellence, supplying the best in class with service and after care that is second to none.

Chris Lacy
Program Director

Chris is an IT professional with over 30 years of experience managing migrations of every kind including Office 365 and other cloud migrations. He is passionate about the journey to the cloud and the value it brings to business, to user experience, and to innovation.

AGENDA

01.

Project Scope & Results

5 Minutes
(Tony Head)

02.

Challenges Encountered

5 Minutes
(Tony Head)

03.

The Process We Used

5 Minutes
(Chris Lacy)

04.

Top 10 Secrets To Success

25 Minutes
(Chris Lacy)

05.

Next Steps & Wrapping Up

5 Minutes
(Tony Head)

Please Note: This session will be recorded. All questions will be answered in a Q&A at the end. Please submit any questions via chat.

Project Scope, Results, Challenges

Project Scope

The biggest migration project contracted out to a single consultancy.

THE TASK:

Migrate 95,000 users from Windows 7 to a Modern Desktop and from Office 2010 to Office 365 as well as enable cloud products for each user.

Business Need & Urgency

- **Windows 7 has been end-of-life since January 2020**, requiring an expensive extended support subscription that would essentially double in cost every year.
- **Office 2010 loses support in October 2020** without any extended support option available beyond March 2021 — making it a security vulnerability and regulatory risk.
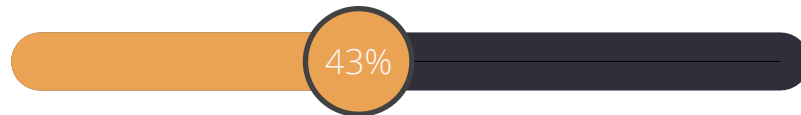
Results Achieved So Far

84,000

User Principal Names changed

88%

59,000

Users migrated to a modern desktop

61%

41,000

User mailboxes migrated to Office 365

43%

35,000

Users enabled with additional Office 365 Services

37%

15,000
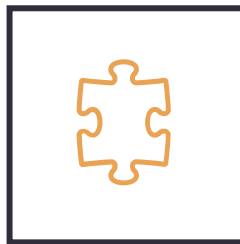
Users registered for and using Office 365 on BYOD

16%

- Shortened project length from initial 3-year agreement to 2-year agreement
- Set up for continuous Windows-as-a-Service Management (planned upgrade 6 months)
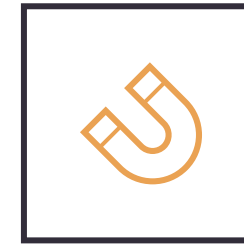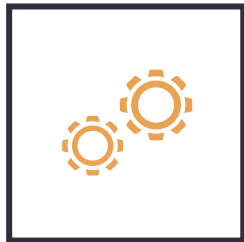
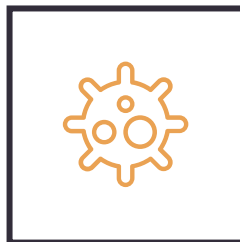# Challenges Encountered

Reluctance To Move To The Cloud

Security Concerns

VDI Migration Concerns

Data Hosting and Storage Regulations
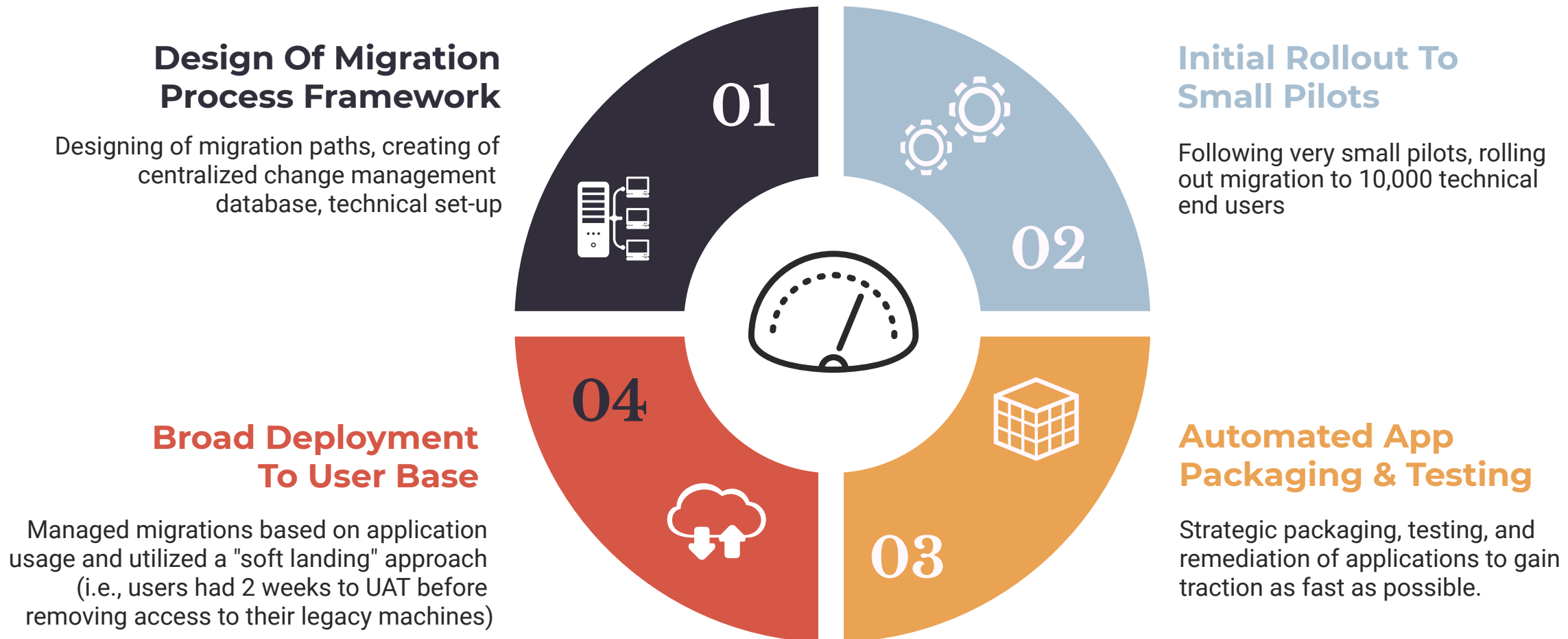
Multi-Geo Concerns

Future-Proof Process

The Process

Modern Desktop Migration Process

Design Of Migration Process Framework

Designing of migration paths, creating of centralized change management database, technical set-up

01

Initial Rollout To Small Pilots

Following very small pilots, rolling out migration to 10,000 technical end users

02

Broad Deployment To User Base

Managed migrations based on application usage and utilized a "soft landing" approach (i.e., users had 2 weeks to UAT before removing access to their legacy machines)

04

Automated App Packaging & Testing

Strategic packaging, testing, and remediation of applications to gain traction as fast as possible.

03

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Office 365 Migration Process

- Since the client was still on Office 2010, users had to be migrated to a modern desktop first.

- Although technically we did two migrations, for optimal user experience, Office 365 mailbox migration was scheduled only a couple of weeks after the initial desktop migration (enough time for User Acceptance Testing & signoff)

- We also enabled Microsoft Teams, Microsoft OneDrive, Microsoft SharePoint Online, Microsoft Planner, Microsoft Power BI, and other related Office 365 apps.

| User Principal Names changed | Application Remediation For Windows 10 | Users Migrated To Windows 10 | Approvals to Migrate Data To Office 365 | Applications Remediated For Office 365 | Users Migrated To Office 365 |

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Top 10 Keys To Success

Experience Is Key

- A desktop migration is one of the most challenging projects an organization can undertake as every application and service will need attention and every user's needs must be taken into account.
- Windows 10 migrations must also take into account a change in strategy to Windows-as-a-Service where feature updates occur twice a year.
- The migration to Office 365 brings added complexity not only to the migration path but also to fundamental architectural changes compared to on-premise solutions
- Knowing how to set up your migration plans, where to move the dials in order to accelerate the project significantly, and where not to waste energy and budget is absolutely essential.

Have A Rock Solid Plan

Color-coded Gantt charts and Excel spreadsheets aren't going to cut it. You must have a:

- Well-thought-out plan of attack (project framework),
- Tight handle on your guardrails, like application packaging and testing, security policies, and others,
- Plan for effective user communication leading up to and after migration, ensuring users understand the benefits,
- Robust post migration support, issue resolution, and automation of fixes until strategic solutions can be put into place.

E.g., Phased Rollout Approach Similar To The Windows Deployment Rings:

- Initially to very limited number of users (e.g., technical),
- Followed by a broader pilot (e.g., IT department)
- Culminating in a roll out to your business units in broader deployment waves.

While Staying Agile

- Might sound counter-intuitive to suggest thinking agile while having a rock solid plan (and, I guess, this is where the experience comes in handy).
- Issues are inevitable. As the phrase goes, "You don't know what you don't know". An experienced team can identify what critical path is required while taking an analytical approach to issue resolution.
- When you determine that applications or issues are holding back certain users, you need to be able to keep the momentum by accelerating other user groups who don't have issues
- Example: When you determine which applications are holding back which users, you can define your fastest migration paths. Also, it helps to ensure all necessary compliance steps are understood and addressed.
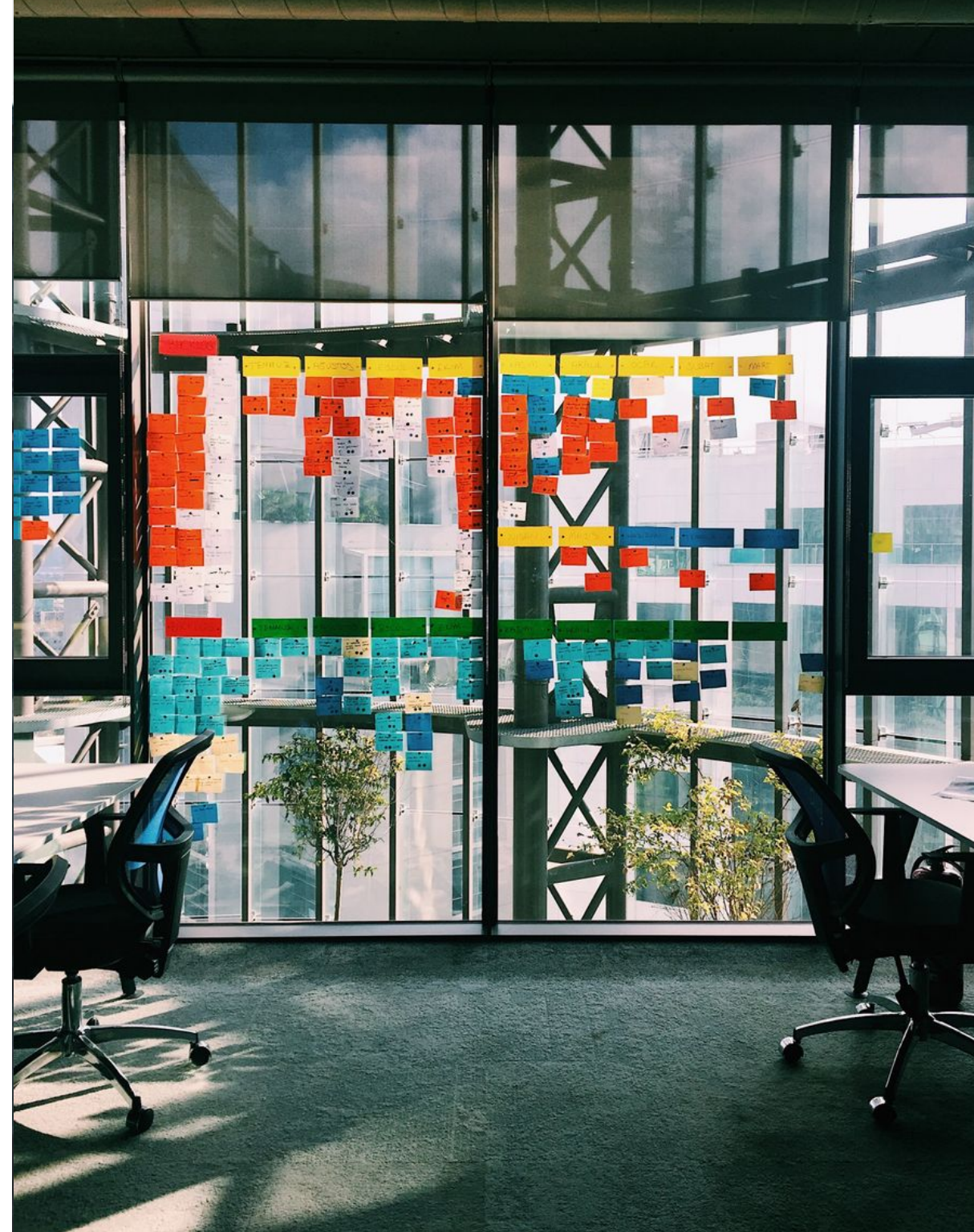
Don't Skip The Boring Steps

- Everyone wants to get to the exciting parts fast, but to get this right, there is a lot of prep work involved — much of which is boring.
- But skipping important steps and gaining ground too quickly will almost always lead to having to retrace your steps and correct mistakes (which can cost you a lot of time and money) or tread water for a while.
- Example: Spending enough time and resources on ensuring that the applications work with the new platform and fixing them if they don't work or getting new applications if they cannot be fixed.

Applications!

- Many treat applications as an afterthought.
- This often leads to project downfall. Suddenly, they find themselves massively behind in terms of applications.
- But applications are first, second, and third in terms of importance.
- The introduction of the Semi Annual Channel has meant that packaging automation is even more important.
- +40% of applications will not pass the immediate load test and need further investigation or even remediation.

Understanding The Drivers

- Often, large IT Transformation programs focus on the technical drivers while completely ignoring the business forces behind the project.
- Due to the Evergreen nature of these projects, it is imperative to understand (not to assume) what is in it for the business units and their end users.
- These become your ultimate goals that your project needs to enable.
- Example: The goal is not to move to Office 365 but to enable employees to work collaboratively and securely from any location.

Business Case & Buy-in

- Almost too simplistic to mention, but absolutely crucial (and often ignored or overlooked).
- Without full executive buy-in, nothing goes.
- Getting the business case right enables you to secure management support as well as the necessary resources and budget.

Route Of Approval

- After securing executive buy-in, you have to take the time to understand the approval route within your organization.
- Who are the blockers? Who are the facilitators?
- How do you win the hearts and minds of the security officers, compliance offers, business unit managers, etc.?

Can Do Attitude

You need a team that has:

- An agile approach! Not the project management methodology, but the continual willingness to listen, learn, understand, persuade, reassure, resolve, and do what it takes to "get the job done"
- A deep understanding of the technology as well as the business processes and drivers
- Soft skills, like the ability to communicate and liaise effectively between teams
- Enthusiasm! A belief in the technology being deployed and how it can revolutionize business practices and the working life of the employees

Know Things Will Change — All The Time

- You won't know what you are getting into until you are knee-deep in it.
- These projects touch almost everyone in the organization and business requirements change at a drop of a hat.
- Constant change is the only constant.
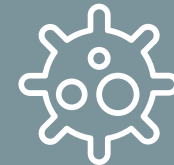
Why Access

Why Partner With Accessplc?

BEST-IN-CLASS MANAGED SERVICES EXPERTISE

CUTTING EDGE IT AUTOMATION

ACCESS TO TOP INDUSTRY TALENT

Get Your Free Assessment

We offer every webinar participant a free extensive assessment with one of our migration strategists to understand exactly where you are today and what you are trying to achieve.

Thank You
Q & A

We are happy to answer any questions you might have.
Tony.Head@accessplc.com
Chris.Lacy@accessplc.com