

Migration from on-premises email to Microsoft 365 for EMA Partners



Client profile

Since their establishment in 1988, EMA Partners has been offering a comprehensive range of services to global corporations, local businesses and nonprofit organizations, enabling them to recruit and appoint leaders who leave a significant impact on their organizations and society. Through industry affiliations, they gain access to valuable intellectual property that positions them as a provider of high-quality leadership assessments and advisory services. With presence across 5 continents and a network of more than 200 consultants, they specialize in the assessment, recruitment and development of leaders at the board, C-suite and senior executive levels, across multiple industries.

EMA Partners were looking to migrate their shared mail service, which was hosted on-premises, to a Microsoft 365 service (formerly Office 365) cloud solution. They worked with NTT DATA to upgrade their infrastructure with minimum service disruption, achieving high levels of customer satisfaction as a result.

Business need

Migrating and upgrading from on-premises setup

EMA Partners used shared email services from us as a part of the Managed Services portfolio. However, the services were hosted on-premises, and needed to be upgraded as part of maintaining and upscaling their existing infrastructure. The on-premises setup was not built to offer additional features, such as Microsoft SharePoint, Teams and Office, which are bundled in the Microsoft 365 solution. Consequently, migration was planned as a part of the exercise, with the target of upgrading their internal managed services infrastructure. Downtime had to be kept minimal in line with the high availability service metrics. Since email services are business-critical, the migration had to be planned with the least possible impact on operations.

Solution

Leveraging in-house expertise to upgrade mailbox services

EMA Partners leveraged our expertise to move the existing mailboxes to Microsoft 365 with minimal downtime. They were migrated from Exchange 2013 to Microsoft 365 using a cutover-migration approach. Standard operating procedures were defined and migration was performed for select users. End-to-end support was also provided to all users as part of the arrangement. This included post-migration support with the objective of meeting customer expectations.

Outcomes

Enhanced Microsoft 365 capabilities lead to higher productivity and satisfaction levels

Working with us, EMA Partners achieved seamless migration that met their high availability requirements. They are satisfied with the utility of the upgraded Microsoft 365 infrastructure and the advanced features it offers. The partnership was immensely beneficial as they are now able to use multiple applications, such as Teams, SharePoint and Office suites, for their day-to-day operations with bundled cost — positively impacting customer satisfaction and productivity.

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