



Organisation embraces hybrid work with tailored Microsoft solution from Insight

Story Snapshot

An Insight partner’s client needed to replace its legacy Lotus infrastructure with a modern, secure, and tailored Microsoft 365 solution. Insight designed and implemented a new solution, while upskilling the client’s IT team to allow them to manage the new system.

- Insight’s expertise resulted in a unique solution for the organisation’s client.
- New solution ensured business continuity during shift to hybrid work.

Background

A global IT services consultancy - with over 600,000 employees around the world - is a long-standing partner of Insight and together they have delivered 15 years of IT infrastructure solutions. The partner’s client needed to overhaul its out of support infrastructure to a modern, bespoke solution that enabled remote working and updated its security.

Challenge

The partner’s client operated a legacy Lotus server that could not support remote access and integration with productivity tools. This meant its employees were not able to work collaboratively and flexibly, which became an acute issue during the Covid-19 pandemic. As the system was out of support, the IT team had no way of getting help when issues arose. The system also didn’t meet the client’s security requirements.

It was critical to the business that any new solution would control access to applications according to job function. However, as this was not standard to Microsoft 365, a customised build was required.

“We partnered with Insight to plan, build and support a bespoke Microsoft 365 implementation for our client, because Insight shares our client-centric engagement model. The Insight team worked closely with the client throughout the project, listening to needs, upskilling its team, and providing them with the knowledge and support they needed.”

IT Director

“We’ve worked with Insight for more than 15 years because we can depend on its expert, tailored solutions, and ability to deliver them globally.”

IT Director



Solution and Outcome

Insight’s process began with a series of workshops and consultations that allowed it to design a three-phase framework to plan, build and manage the new solution.

The planning phase started with an assessment of the client’s legacy Lotus environment and a design for the transition to the updated Microsoft 365 environment. Once reviewed with the client, Insight worked to implement the full 365 system including Microsoft Teams, OneDrive, SharePoint and Intune. Insight also established an Azure Active Directory for the client, and a comprehensive migration to Microsoft Exchange.

Insight built and implemented a bespoke 365 solution, offering different levels of access to employees, based on their job role. It delivered five levels of access, from entry level for staff using only chat, text and voice, to full collaboration functionality for senior management.

The client’s staff were new to Microsoft, so, as part of the management phase, Insight designed and delivered an adoption and change management programme to help employees adapt to the new tools. Insight provided training to the client’s IT department throughout the process, upskilling them in order to manage the new system. Insight also implemented OneCall support, giving end users 24/7 software support for Microsoft 365.

Why Insight?

Insight has specialised knowledge of the Microsoft suite, which allows it to build unique solutions customised to clients’ needs. The organisation partnered with Insight because its expertise with Microsoft products meant it was the only provider able to create the business-critical hierarchical access solution its client needed.

Insight provides the best solution for the end-user. Its change management programme and product training ensure teams get the most out of new tools. OneCall support also ensures any issues can be swiftly resolved, which improves productivity and minimises wasted time.

RESULTS

Five tiers

of access, determined by job role, created in bespoke business-critical solution.

1,000

employees can work collaboratively and flexibly from any location.

OneCall

gives client ongoing end-user support freeing IT team’s time for other projects.

Large

scale migration delivered within tight timeline and budget constraints.