



OCS improve collaboration and save costs with
Microsoft Office 365

The customer profile

Website:

<https://www.ocs.com/>

Number of Employees:

88,000 globally

Region:

Operates globally in EMEA and APAC

Industry:

Professional Service

Profile:

"We're an international supplier of essential services to facilities and premises owned by our clients. From humble beginnings as a small family business over 100 years ago, we have scaled our specialisms and expertise to offer a range of high quality, sustainable and internationally accredited services. We work at the heart of our clients' businesses, and our sector expertise means we can design sustainable service solutions that align with their business strategies."

The challenge

OCS were working on an eight-year-old on-premises exchange environment which was not well-managed neither was it kept up to date – causing many problems for the organisation, including low performance issues across all platforms. Due to the aging and outdated environment it was becoming extremely unreliable, unnecessary complex issues which were building up.

Previously, OCS had attempted to migrate to an Office 365 environment but had failed to successfully achieve this due to many internal barriers and false starts – this then left the organisation with a negative impression on Microsoft Office which they needed to overcome.

“When I first spoke to OCS they were facing the common challenge of a previously failed Office 365 project - a lack of trust in the solution and suitable Microsoft partners, the financial impact of not making best use of the technology and the Office 365 service having had a poor brand internally.”

James Connolly, Account Director at risual Ltd

The solution

OCS were searching for a solution which managed costs and provided a new, easy environment for all its users. Microsoft Office 365 would solve the problems that OCS was facing, whilst providing the organisation with applications which would enhance its productivity and collaboration across the business. The core business driver was to move all 6,000 OCS users to the Office 365 Cloud, allowing them to begin using Outlook and the subsequent Office 365 technologies with immediate effect, creating an efficient environment. The Office 365 cloud migration needed to enable all users to have access to the appropriate tools and build on its current skills across various platforms. OCS also wanted to move to One Drive and Skype for Business to encourage cross-team collaboration, increase business efficiency and lower travel costs through remote working. risual were selected to design, plan, configure, test, deploy and project manage the Office 365 project on a global scale for OCS Group. This was then supported by an Office 365 Early Life Support model delivered by risual Managed Services to make sure the solution landed well amongst all users. This was particularly important to the OCS team given the bad brand of Office 365 projects that had previously failed.

"On the on-premises exchange environment, we don't even have a shared email distribution list which creates many problems on its own. Whilst a migration can be straight forward, it will only be straight forward if you have a clean environment to work from. We wanted to migrate our 6,000 users to the Microsoft Cloud environment and get every individual working on Office 365 immediately. Along our journey it became very clear that the mail boxes were our priority, but we still saw great value with using the other tools available such as One Drive and Skype for Business."

Anthony Stewart, Microsoft Technology Manager at OCS

OCS did not have any shared mailboxes or distribution lists across many offices around the globe, to add to this, the Australia and New Zealand business had already migrated to Office 365 on their own which left these offices running separately – which led to making it a priority for the UK to migrate its environment to Office 365. Further to the Office 365 Cloud migration project risual performed a sub project which consisted of a tenant to tenant migration for Australia to New Zealand providing a system which allowed all parties to collaborate efficiently.

"The technical knowledge of the consultants that we worked with was amazing, I was very pleased with it. Gareth Larter and Corey Goodchild showed great depth and support throughout the engagement and migration."

Anthony Stewart, Microsoft Technology Manager at OCS

The benefits

Many benefits have already been seen by everyone at OCS and are looking forward for many more to come.

Reliability – Since OCS have been working from the Office 365 platform, the organisation now doesn't see any downtime or failures across the business which provides a well-structured and reliable platform.

Management – OCS were managing the on-premise exchange environment daily, they have now been able to save so much time and resource on management and keeping.

Collaboration and efficiency – Office 365 gives many applications which extends the skillset across individuals at OCS. Microsoft Teams enhances the collaboration from each office across the globe and encourage variations ways for individuals to communicate, not just via emails.

Cost savings – OCS's on-premise exchange environment costs would alternate depending on the usage of the mail boxes, since migrating to Office 365, OCS have seen a set clear price for the environment.

"It was excellent to see the completion of the project within a fast timescale. We have a lovely shiny new environment to work from, send all of our internal emails on, create meetings, new distribution lists and security. Without having the Office 365 migration project we wouldn't be able to move on and transform our business."

Anthony Stewart, Microsoft Technology Manager at OCS

"Through scoping, designing, planning and delivering the project to a best practice standard it's fantastic to see the organisation realising the benefits of their investment in Office 365 and risual. Simplifying whilst modernising the business' core technology platforms is in line with OCS Group's strategy, so it's been great to be part of helping OCS deliver their operational and strategic objectives with the Office 365 project."

James Connolly, Account Director at risual Ltd

Please note OCS are still early days in the project and are waiting to see many more benefits in the near future, please keep your eyes open for an updated case study within the next 6-12months.



www.risual.com



enquiries@risual.com



0300 303 2044