How to roll out M365 within a hybrid approach

DAMOVO

Change Driver

An IT service provider for a public authority had some experience with M365, and had rolled out Microsoft Teams as an isolated solution across several locations.

However, the lack of integration with existing systems, the parallel use of multiple UC solutions (MSFT Teams + CUCM/Jabber + Skype4Business), a non-existent cloud strategy, and unresolved issues around IT security and data protection resulted in great some issues and overall general uncertainty about the strategy.

The use of M365 was therefore stopped without further ado and all data in the cloud was deleted. The IT manager was then asked to develop a more sustainable and integrated strategy, with a view to launching a new rollout plan.

Damovo Approach

Damovo was awarded the assignment to develop a viable concept around the rollout of M365.

This included an evaluation of the most important components and applications of M365 in conjunction with an inventory analysis of the on-premises applications, taking into account the data protection requirements. A conceptual approach for a hybrid architecture was then developed. In order to meet compliance requirements and minimize risks, recommendations were developed for user rights assignment, guest management, and encryption technologies.

As a result, a checklist was created in close collaboration with the IT manager during weekly coordination meetings, which now serves as a valid roadmap for a well-planned implementation of M365 within a hybrid scenario.

Customer Value

How the **IT Manager** benefits

An umbrella cloud strategy has been developed and builds the framework for all future IT projects.

A clear roadmap, aligned with compliance requirements, for the structured deployment of M365 has been created and serves as a guideline for upcoming projects.

How the **company** benefits

There is now legal certainty with regard to both data protection and compliance requirements.

The management summary of the migration concept has provided the basis for decision-making by C-level management in approving the structured implementation of M365.

How the **employees** benefit

The coordinated concept which considers usage guidelines, authorisation structures, integration with sub-systems and general handling (data storage, etc.) will lead to a higher rate of user adoption after finishing the project.