

Facilities Services Company Undergoes Tenant Migration After Divestiture

Seamless transition from a global environment ensures business as usual after divestiture



 **1,500** users were migrated, including their identities, mail, and OneDrive content, to a new IT environment

Migrated from:
Complex Microsoft 365 environment

Migrated to:
New, independent Microsoft 365 tenant

Country:
South Africa

Industry:
Food and Facilities Services

CUSTOMER PROFILE



With over 30 years of experience in South Africa, Empact Group specializes in providing quality services and support solutions in catering, cleaning, hygiene and facilities management, and corporate real estate.

Locations 4 across South Africa
Employees Over 30,000
Experience +30 years

THE SITUATION

A tenant migration to a new, independent IT environment was required when Empact Group was created from the divestment of the Southern Africa operations of the Compass Group PLC, one of the largest food services and facilities company in the world.

BENEFITS

- Coexistence allowed seamless transition
- Simplified a complex domain consolidation
- Completed the project in a short timeframe
- Minimal disruption to the end-users

“This was the smoothest migration we have ever had and we would definitely use Cloud Essentials and the Binary Tree toolset again if we need to do another migration!”

*Alan Quinn,
CFO, Empact Group*

THE CHALLENGE

A key challenge was to ensure minimal disruption to day-to-day operations for both end users and clients throughout the tenant migration process.

The move was further complicated by the need for 3 domains to be migrated, plus a number of systems that were not running optimal operating system versions. In addition, many staff work remotely which would limit the opportunities for physical intervention when activating the switch over.

There were also 13 separate historic businesses that had to be accounted for when it came to supporting email traffic from its long-standing customer base.

THE SOLUTION

A core component of setting up a separate IT environment was the creation of a new Active Directory (AD) service into which all existing user profiles, servers and other objects needed to be migrated. The Binary Tree Migrator Pro by Quest for Active Directory solution allowed the AD migration to take place seamlessly, and enabled all three domains to be migrated from one central console.

Binary Tree Migrator Pro for Active Directory allowed users to move across to the new network without being in the office, addressing the problem of the highly distributed workforce. It also helped meet the challenge of getting their mix of older servers and client systems migrated.

Binary Tree Power365® by Quest for SaaS solution enabled the Compass Group and the new Empact domain to coexist during the transition, allowing users to email each other and schedule appointments, regardless of whether they were still on the old domain or had been migrated to the new tenant.

THE RESULTS

Along with a seamless migration, the project surpassed the Groups' expectations of the timelines required for completion. This had the effect of reducing costs by requiring only one month of Microsoft license overlap.

Danie du Preez, Senior Systems Engineer at Empact Group confirms: “The tools used during the migration simplified and streamlined the process. This freed up time for us to attend other concerns as we paved the way for our move to Azure.”



ABOUT CLOUD ESSENTIALS

As a Cloud Accelerate Microsoft Partner with over 20 years' experience in delivering digital transformation solutions, we help enterprises navigate complexity and take advantage of best-of-breed software as a service to exploit their cloud investment as their needs and business challenges evolve. For more information visit: www.cloudessentials.com.

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