

# Insurance Acquisition Calls for Office 365 Tenant Consolidation

Secure, visible consolidation completed without downtime or user disruption



 **+1,500** users migrated with mail and content between Microsoft 365 tenants

## CUSTOMER PROFILE

The newly merged company is the combination of a large life assurance company based in Thailand and a large insurance group that spans nine countries in Southeast Asia.

**Operations** Nine regions in Asia  
**Employees** Over 5,000  
**Customers** Over 2.5 million

## THE SITUATION

Following one of the largest insurance company acquisitions in Southeast Asia, a large pan-Asian insurance business required a secure, smooth and large-scale consolidation of their email, content and users from the acquired insurance division of a well-established financial services organization in Thailand.

## BENEFITS

- Minimal disruption to end users
- Trouble-free large-scale migration
- Met high security requirements
- Enhanced collaboration and productivity for merged users

**Migrated from:**

Microsoft  
Office 365

**Migrated to:**

Microsoft  
Office 365

**Country:**

Thailand

**Industry:**

Insurance



“Binary Tree Power365® by Quest helped our client with their merger integration by moving users, mail, content, and domains from one Office 365 tenant environment to another without downtime or user disruption.”

*Thanapol Balawongse  
Head of Cloud Business  
M.I.S. Outsourcing*

## THE CHALLENGE

The insurance division of a large financial services enterprise in Thailand was being acquired by a large Pan-Asian insurance provider and needed to be consolidated into the acquirer’s IT environment. Both organizations had complex IT environments that leveraged Microsoft’s Office 365 cloud for user productivity and collaboration.

To facilitate a fast, seamless and secure transformation, they would need assistance from experts in migration along with a software solution for migrating the users, mail, SharePoint content and domains from the acquired company’s tenant to the acquiring company’s tenant.

Given the sensitivity of the data needing to be migrated, there were rigorous requirements for security and compliance. In addition, the project would need to be completed within a very short timeframe and real-time visibility of the migration project would need to be provided to multiple project stakeholders.

## THE SOLUTION

The client brought in M.I.S. Outsourcing Company Limited (MISO) to assist with the tenant consolidation project. To help automate the project, MISO selected the Binary Tree Power365® by Quest Software-as-a-Service (SaaS) solution.

Binary Tree Power365 was a proven solution for moving users, mail, SharePoint content and domains between Office 365 tenants. Binary Tree Power365 also allowed users to communicate from a unified email domain whether they were still on the old domain or had been migrated to the new tenant.

## THE RESULTS

Based on the efforts of experts from MISO and Binary Tree by Quest, along with the use of the Binary Tree Power365 SaaS solution, the tenant consolidation project was successfully executed. Plans were also being made for the next phase of the project to consolidate the Active Directory environments of the two organizations.

Thanapol Balawongse, the head of cloud business at MISO stated that “Binary Tree Power365 helped our client with their merger integration by moving users, mail, content, and domains from one Office 365 tenant environment to another without downtime or user disruption.”



## ABOUT M.I.S. OUTSOURCING (MISO)

MISO is a digital transformation company. With 17 years of success delivering business value to global and local customers, MISO provides the best experience of IT to the top brands and companies in all industries with its user-centered design approach. Based in Bangkok, Thailand, for more information, visit [www.miso.co.th](http://www.miso.co.th).

## ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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