

Industrial distributor successfully navigates Office 365 migration through corporate divestiture

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Wolseley UK selects Binary Tree by Quest for migration of users, devices and Office 365 applications from common infrastructure to a new, separate domain and Office 365 tenant.

Wolseley UK

Country: **United Kingdom**

Employees: **5,200**

Industry: **Plumbing, heating and cooling merchants**

Website: corporate.wolseley.co.uk

Wolseley UK is a leading distributor of plumbing and building materials and products. When its parent group spun it out as a separate company, a two-year clock started ticking on a huge IT migration and integration project. Wolseley had shared an Active Directory (AD) domain and was part of the same Office 365 tenant as other companies in the group. Now it had to migrate to its own domain and Office 365 tenant.

Where to start?

IT to management: “This is complex.”

“I think the most difficult part initially was to understand the complexity of the project and the level of resources required,” says Kelvin McIvor, digital workplace service owner for Wolseley UK. “We estimated it would take 18 months to two years to move our 5,200 users and their 6,000 devices in 520 locations in the UK.”

About this case study

When Wolseley UK was divested from its group of companies, its IT team had to manage the migration of thousands of users and devices, along with Office 365 and Active Directory.

Solution

Using Migrator Pro for Active Directory and Power365 Integration Pro from Binary Tree, IT managed the migration and subsequent integration of users, devices, teams, Exchange mailboxes, SharePoint sites and AD to a completely new Office 365 tenant.

Benefits

- Streamlined migration of thousands of users and devices with tools from a single vendor and platform
- Enabled granular migration, down to the individual users in hundreds of retail branches
- Executed the project on time and within budget, with no impact on the business or operations

Solutions at a glance

- [Microsoft Platform Management](#)

First, IT scoped the migration of the users, devices and the Office 365 tenant, then looked at applications, knowing that the move would deeply affect applications integrated with AD. They also analyzed the quantity of users, devices, teams, Exchange mailboxes, SharePoint assets and Teams sites to be moved.

“Like everyone, we had seen a huge spike in Teams adoption when our employees switched to working from home,” says Mclvor. “When the divestiture was announced, we had fewer than 100 Teams sites. But then our company became completely Teams-embedded, and as we got into the migration project, we found over 1,000 Teams sites to move.”

Wolseley’s IT team saw they would need not only migration tools but also migration expertise.

Looking for an end-to-end vendor

Their highest priority was to find a single company with products that covered the Office 365 migration in its entirety.

“We spoke with vendors whose tools handled part of the Office 365 migration but not all of it,” says Mclvor. “Some couldn’t do Teams, others couldn’t do SharePoint. Some required an additional tool that wasn’t theirs. Some vendors could handle the domain migration but not the Office 365 tenant migration. We didn’t want different vendors for different parts of the project. We wanted one company to deal with. If things went wrong with a tool, we wanted to look at log files in one place — not five or six — so we could see the process end to end.”

Wolseley met with multiple vendors, trying to find the right fit. In the process, they met with Binary Tree.

“The guys from Binary Tree came across as knowledgeable not only around the product but also around the process that we were going through,” says Mclvor. “Plus, Binary Tree had a single platform that handled the entire migration.”

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Kelvin Mclvor, Digital Workplace Service Owner, Wolseley UK

Structuring the migration

To reduce the impact on the business, Wolseley designed a plan around the company’s structure — brands, regions, branches — rather than around the migration technology.

The company has support centers for internal departments like Human Resources and Finance. The plan was to migrate those centers first, learn lessons, then start migrating the 520 public-facing, regional branches and the frontline workers in them. But when the pandemic hit and the support center personnel started working from home, those support centers suddenly splintered into several hundred sites. The project team decided to migrate the branches first, region by region.

“We said, ‘A whole branch has to migrate together,’” says Mclvor, “with everybody in it working within the same tenant, within the same domain, at any time. Otherwise, we’d have had half the people in a branch unable to communicate and collaborate with the other

PRODUCTS AND SERVICES

Software

- [Binary Tree Migrator Pro by Quest for Active Directory](#)
- [Binary Tree Power365 Integration Pro by Quest](#)

half. That applied to everything from shared mailboxes and SharePoint sites to one-to-one Teams chat. Then, the morning after migration, when employees reported for work in the branches, everything had to function as before.”

That set IT up for long hours and additional pressure, ensuring that each branch in the region migrated successfully. Some nights they migrated users and devices in 50 or 60 branches, including employees, regional managers and regional directors. The following day, those branches would receive special support directly from IT, instead of going through the normal service desk. That way, IT could keep up with unexpected problems, like users who migrated successfully but whose devices did not — because they had forgotten to leave them running the night before.

Migration and integration using Binary Tree

The IT team used Power365 Integration Pro to migrate the company’s users, devices (desktops, laptops, mobile phones), mailboxes and Office 365, and Migrator Pro for Active Directory to move AD. During the day, they used the tools to stage the synchronization of data for each user and device then sort out any problems. At night, they used the tools to move the user and device across. They were able to fit Wolseley’s organizational structure to the tools.

“We couldn’t have done this migration without the Binary Tree tool. It would have been impossible, particularly the Office 365 portion of it. Plenty of tools handle the domain side of things, but not many tools handle Office 365 and Teams. That was the real benefit we got from Binary Tree.”

IT relied on Binary Tree for training and assistance in the first few migrations, then became familiar enough with the tools to conduct unassisted migrations. Later, when the time came to transfer to the new domain, they realized they needed help again. The Professional Services Group at Binary Tree explained the process and potential problems and were on call for Wolseley in case anything went wrong during the transition.

Office 365 migration lessons learned

Of the two years the project has taken, IT has spent a full year relying on Binary Tree tools. Mclvor is relieved that the company’s day-to-day business hasn’t been impacted at all by it, and that the project was accomplished within the estimated time frame and budget.

“My advice is that you get yourself a good migration tool and make sure the vendor supports you through the process,” he says. “Communication with the business was an important part of the success of the project. As far as Management and our fellow employees knew, our company was just leaving the parent group. They didn’t know about all the complexity under the surface. But if you communicate that complexity to the business, you can build the support you need for a smooth transition.”

Mclvor has high praise for the support Binary Tree provided: “A real positive from Binary Tree was how quickly they moved on any issues we had, some of which required recoding. We were concerned about project delays, especially in our distribution centers and on weekends, but the turnaround was really quick. We couldn’t have migrated successfully without the tool, and I also think we couldn’t have done it without the quick fixes they turned around on our high-priority issues.”

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.