



THE MILLER GROUP
TECHNOLOGY SOLUTIONS

Solutions & Success
The Inside Story

The Miller Group Ranks **5-Star Service** For Manufacturing Firm's Migration Project

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For modern businesses, email is a lifeline.

It provides an exact and direct line of communication, an ongoing record of those communications, a digital filing cabinet for backups of key documents, and more.

It's instantaneous, can deliver important files, and doesn't require the immediate attention that a phone call does.

For all these reasons, businesses need an email system that directly fits their purposes and meets their needs. That's why this manufacturing firm got in touch with The Miller Group.

The Problem

This manufacturing firm needed to migrate their email accounts from an existing Microsoft 365 tenant to one specific to their organization.

Doing so would give their staff more convenient and secure access to their email accounts. Organization-wide, this would promote more effective and consistent communication.

However, undertaking a project like this is easier said than done. There are any number of concerns related to migration.

During the transition, you could lose some key files for good with no backup or redundancies to replace it. Or, the migration, already expensive, takes longer than you expected and adds what you thought was avoidable downtime to your staff's work life.

Finally, once it finally gets installed and launched, you find out the platform is overly complicated and difficult to learn, leading to more downtime for your staff.

For all these reasons, this manufacturing firm enlisted The Miller Group's expert help...

The Solution

To manage this project, we used our migration tool to handle all the email migration tasks. This entailed moving mailbox accounts and OneDrive data from one tenant to the other (while leaving Microsoft Teams and SharePoint data where it was).

To assist with the changeover of Outlook settings and remote support, TMG deployed our remote agent to all of the client's PCs. The mailboxes that will be converted to shared mailboxes will need a license assigned to the account during the migration, but this was released at go-live after they are converted.

On the day of the migration, we had a team of technicians standing by to provide remote help for any users with issues that came up post-migration.

The Result

As a result of this seamless Microsoft 365 Migration, this manufacturing firm now has its email access fully integrated into the existing tenant. This gives them easier communication and management across the enterprise.

"It is a pleasure to work with the TMG team,"
says Sherman, a member of the firm's staff.

That's why this firm's staff rated our service 5/5 stars—in other words, the project went perfectly, and achieved the ideal result for our client.

