The Agency
CASE STUDY

Data#3

Agency transitions to a new subscription-based Office 365 model to reduce costs, create efficiencies and foster workforce mobility.

Objective

Transition from a partly implemented legacy Office 365 billing subscription to a cost-effective, organisation-wide Microsoft Agreement-based license solution.

Approach

Engage Data#3 to assist with the cloud transition process from planning and design through to migration and configuration.

IT Outcome

A robust, flexible and scalable technology platform that enables employees to access and share files and collaborate on documents with ease.

Business Outcome

The ability to pursue a cloud-based strategy for future technology projects and further leverage the investment in Microsoft software licensing.

The Background

The Agency provides a range of public services to a community based in Western Australia, which consists of over 15,000 residents.

The Challenge

The Agency was operating on a legacy Office 365 billing subscription that had been originally procured through another third party provider. However, the solution had only been partly implemented for a subset of users within the organisation and a lack of momentum meant the project had progressed no further since deployment.

Not only was this ad hoc technology landscape creating workflow inefficiencies across the organisation, such as restricting users in their ability to connect, share and collaborate with each other), it was also costing the Agency money it didn't need to spend with the existing costs calculated on a 'pay as you go' basis.

Solution

Recognising the need to address the existing technology challenges, the Agency turned to Data#3 to help plan and implement a new, more user friendly and efficient solution.

Through a combination of solutions and services, Data#3 proposed transitioning from the legacy Office 365 billing subscription to a more cost-effective Microsoft Agreement-based license model.

The solution involved Data#3 providing and managing both the licensing and the technical transition, allowing for a more collaborated response.

Specifically, the new solution involved:
- Analysis of the existing configuration
- Transition planning and design
- Data migration from the existing tenancy
- Decommissioning of the existing tenancy
- Commissioning and technical configuration of the new tenancy

IT Outcome

Thanks to the new Microsoft Office 365 licensing model, the Agency is now reaping the benefits of a thoroughly planned and well-configured technology platform.

Importantly, the new solution has been rolled out across the organisation, meaning everyone is connected to the same tools and systems – not just individual teams and departments.

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Transitioning servers and applications to the cloud enables the workforce to enjoy improved mobility and the full 'anywhere workplace' experience. This includes accessing email, files and Office programs anywhere, any time and on any configured device.

What's more, the ability to share large files and collaborate on documents has streamlined the way staff work, creating new efficiencies that reduced ongoing administration costs for the existing legacy infrastructure as it was replaced.

Business Outcome

There are many business benefits associated with the new Office 365 solution.

Firstly, direct cost savings have been made thanks to the subscription-based licensing model.

Next, the improved flexibility, mobility and collaboration that Office 365 offers means the Agency's workforce are more connected and more productive than ever before.

And finally, the new solution enables the Agency to confidently pursue a cloud-based strategy for future technology projects, further leveraging their investment in Microsoft software licensing.

Conclusion

Data#3 Sales Manager for Infrastructure Solutions, Craig Ellis, is clear about the benefits of the new solution and its successful implementation.

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"As an organisation that supports a diverse workforce and provides a wide range of services to the community, having a flexible and well configured technology platform is essential. The new subscription-based Office 365 solution streamlines the way the Agency works and unlocks the power of the cloud to grow and prosper in a rapidly changing business landscape."

Craig Ellis, Sales Manager - Infrastructure Solutions, Data#3

Interested in how Data#3 can help?

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