

# Accelerate your cloud migration with DRIVE for Microsoft Office 365



Whether your organisation is thinking about embarking upon a significant period of change, moving from a traditional productivity model to one based on Microsoft Office 365, or you are looking to accelerate an existing Office 365 deployment, the challenge of how to drive adoption and realise business value is ever present.

As a Microsoft Gold Cloud Productivity partner, Ultima has helped a diverse range of organisations facilitate a move to the cloud through the selection of Microsoft Office 365 as their productivity tool. Whether you are planning a new deployment or looking to maximise existing investments, Ultima can provide end-to-end adoption services.



## Ultima and Microsoft

As the world has become more interconnected, so has the requirement to communicate and collaborate on a global scale and within a unified environment. Ultima can help you realise the benefits of moving to Microsoft's cloud productivity platform, providing access to the Office products that you are familiar with, delivered from the cloud to any device, at any time and from any location.

We can eradicate organisational boundaries through seamless federation, making mobility seamless to the user and enabling teams to work smarter in a way that suits them. Finally, we can provide the enterprise support that you'd expect from Microsoft, backed up by our consulting expertise and 24x7 UK-based expert desk.

Regardless of your exposure to Microsoft Office 365, Ultima's DRIVE programme can help you on your cloud productivity journey, from getting you set up on the right kind of subscription e.g. Cloud

Solution Provider (CSP), Microsoft Products and Services Agreement (MPSA) or Enterprise Agreement (EA) and the plans associated with them, to integrating everything from telephony, conferencing, collaboration and presence capability, to content and document management solutions.

Our productivity specialists can deliver everything from an initial proof of concept or business value justification to help organisations understand how Office 365 can benefit them, through to full adoption services and the delivery of business value.

Once the decision is made to move to a software as a service (SaaS) model, we can lead you through every step of the process. This includes design and planning services in line with Microsoft best practice, tenant creation and integration, user and data migration, change management and business process optimisation.

## Office 365

- **Strength in Depth**  
Microsoft Gold Cloud Productivity partner
- **Experienced**  
Productivity team and Microsoft CSP
- **Connected Services**  
Access to the Ultima ecosystem
- **Microsoft LSP**  
Dedicated licensing specialists
- **Streamlined Adoption**  
Through our robust DRIVE methodology
- **24x7 Peace of Mind**  
Flexible fully managed offerings

## DRIVE - Seven key steps to a more productive business

### ➤ Step 1 - Discovery & Foundation

This important foundational step is to understand the requirements and challenges and map them to success metrics that we can return to throughout the project to ensure we are delivering what the business requires. We look to gain a detailed understanding of the current operating model, so we can plan a migration path and get the source data into a good state before it is moved to the Office 365 platform. Our experienced consultants will use workshops and a range of discovery and assessment tools, typically investigating and understanding the different ways users access the systems, as well as security, identity, mail systems, file systems, devices, software versions and existing SaaS systems.

### ➤ Step 3 - Design & Planning

Once the current operating model and requirements are fully understood, workshops will provide stakeholders with an understanding of the architectural, technical and operational implications of deploying cloud-only or hybrid instances of Office 365. Through design and planning sessions with our specialists, we will produce architectural designs that adhere to vendor best practice, alongside detailed project and adoption plans.



### ➤ Step 2 - Change & Culture Transformation

The Office 365 productivity suite creates potential. In the right environment, it is transformational. Adoption of O365 is far more than the mere deployment of services and the migration of user/data. Without transforming your ways of working, the ROI from Office 365 is never fully realised. Ultima can assist in bringing about this cultural change within your organisation using techniques developed over years of experience. Specifically, this encompasses planning for stakeholder engagement, communications, training, measurement, enforcement and success.

### ➤ Step 4 - Integration & Readiness

Once the designs have been completed and signed off by stakeholders, the relevant infrastructure is built and configured. Any additional tools that are needed to support the migration will also be deployed. Once built, we apply a set of robust functionality and performance tests to ensure that all is operating correctly. The completed systems are handed over to the BAU support teams for commission into the production environment. Full sets of documentation are also provided at this stage.

### ➤ Step 5 - Pilot & Performance

Following the successful integration and testing of the infrastructure and tooling, a pilot is performed where the migration procedure is road-tested along with the user experience. This helps assess throughput and iron out any niggles that may need to be addressed before the main rollout of services. We generally recommend a pilot covers around 10% of the user population, and a broad section of various departments within the business are represented. Technology champions identified in the adoption planning sessions are normally part of this first wave as they will help smooth the changes to user behaviour that will come as part of the project.

If required, a project co-ordinator will organise the schedule and collate feedback from deployment engineers and floorwalkers. A migration portal (based in SharePoint online) gives users the ability to feedback on the process and platform, as well as access FAQs and online training. It also provides real time tracking of the migration of the users. At the completion stage of this step, a lessons-learned workshop is conducted and reported issues captured so they can be corrected or avoided in the main rollout.

### ➤ Step 6 - Migration & Transition

Following the pilot, the overall Office 365 service and migration process is transitioned into support with the BAU staff receiving appropriate final technical handovers. The main migration is organised with targeted communications training and engagement events. Deployment is normally batched to ensure a balance between a quick rollout while minimising the disruption to users. Co-ordination is continued by a project co-ordinator, engineers and floorwalkers to migrate users and ensure minimum disruption. Feedback continues through the project co-ordinator to ensure any issues or concerns are acted on.

### ➤ Step 7 - Evolution & Success

Since Office 365 is evergreen, one might think that a transition is completed once you've adopted; however, with hundreds of features being added every year and new tools and software being released into the suite, organisations can quickly become out of step. Couple that with organic and strategic changes which can dramatically alter the status quo (e.g. growth or acquisition), and the need to provide a productivity service that meets emerging business requirements becomes paramount. Continual Service Improvement is firmly rooted in the core tenets of IT Service Management, proactively focusing on measures designed to improve business process and IT service alignment. Ultima will continue to work alongside you, providing technical expertise in the following areas:

- **New Feature Integration**  
Take advantage of new functionality
- **Change Management**  
At the individual and organisational level
- **Road-Mapping Services**  
Understand upcoming Office 365 developments
- **Health Checks**  
Ensure your deployment is optimised
- **On-Going Training**  
Bridge the skills gap through education
- **Expand Existing Deployments**  
Enable additional Office 365 workloads

