

Case Study

Move from Lotus Notes to Office 365 with Speed and Precision



New communications capabilities.
Improved productivity.

Sowing the seeds

Business growth can be a tricky thing to achieve – it requires all kinds of moving parts to align in order to create the right conditions for sales and revenues to improve. Founded in 1938, ICA is Sweden's biggest retailer, with annual sales of around 77702msek and 2,400 stores to its name. ICA's Lotus Notes-based email and internet messaging tools had been serving the firm's employees for some time.

The previous email communications software also lacked features, such as compatibility with certain types of mobile device and it didn't allow screen sharing.

Mattias Bängs, ICA's Office 365 Service Owner, explains:

"We needed to make sure we were using the most up-to-date technology to help our business continue to run smoothly and give our staff the tools to do their jobs.

"We wanted to improve our internal communications capabilities, making it easier for our people to share files and talk to one another, whether that's via voice or email.

"The old system had served us well but was coming to the end of its serviceable life. It was too costly to run, lacked features, and was causing too much downtime."

ICA

Buying into Avanade

ICA decided to move its existing Lotus Notes deployment to Microsoft's cloud solution, Office 365. Microsoft asked technical consulting experts Avanade to help with the final stages of the pre-sales process.

Avanade began the project with a kick-off workshop session with ICA. This meeting helped Avanade understand the requirements and the train was in motion after the meeting.

The project directive was to move the employees email from Lotus Notes to Microsoft Office 365 and in parallel switch from SameTime to Lync for IM, web meetings and screen sharing.

Avanade engaged with highly skilled people to bring know how and a proven methodology built on experience from a large number of successfully delivered Enterprise Office 365 migrations.

In record time

Mikael Bergentoft, Senior Director and Business Developer at Avanade:

"We began the project by initiating a pilot phase to 600 users for one month. This was a complete success, and all signs indicated that the deployment would be straightforward."

But Avanade had a hurdle to overcome. It needed to move a huge quantity of user mailbox data from the old system to the new system. Avanade's extensive experience, automated tools and proven factory approach in this area meant the migration process – approximately 19 000 mailboxes and over 10 terabytes of data – was completed in record time. In fact, Avanade believes this project to be the fastest Lotus Notes-to-Office 365 migration ever carried out anywhere in the world.

"After the pilot, we migrated over 4 000 users every week, which is a very high velocity. We managed the target number in just one month, which means that from a standing start we went from pilot phase to full deployment in only three months," says Avanade's Jesper Ståhle, Nordic Solution Lead, Office 365 & UCC.

Avanade's team worked in lockstep with its ICA counterparts, forming a strong team spirit that helped the project through to completion.

ICA's Mattias Bängs:

"ICA's IT team was very impressed by the methodology and how quick and precise the move to Office 365 went."

"Avanade helped us to improve the user's communications experience. We wanted to make it easy for our people to communicate with each other; it's fundamental to our business continuity and ongoing success. If our people cannot share ideas and talk to one another then we will suffer – with this new system we have ensured the smooth communication flow and increased productivity across the company."

Taking stock of the results

"The results exceeded all our expectations" says Mattias Bängs, ICA's Office 365 Service Owner. "We are now looking to expand the capabilities of Office 365, beyond its messaging functions."



Avanade helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our people have helped thousands of organizations in all industries improve business agility, employee productivity and customer loyalty. Avanade combines the collective business, technical and industry expertise of its worldwide network of experts with the rigor of an industrialized delivery model to provide high quality solutions using proven and emerging technologies with flexible deployment models—on premises, cloud-based or outsourced.

About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 29,000 professionals in 23 countries. Visit us at www.avanade.com.

©2017 Avanade Inc. All rights reserved.

The Avanade name and logo are registered trademarks in the US and other countries. Other brand and product names are trademarks of their of their respective owners.