

Call Design successfully migrated to Office 365 with Henson Group.



Discover how Call Design harnessed a culture of seamless collaboration with Office 365.

Call Design's Challenge

Being a leading workforce management company, offering the best service quality to its business lines was a key performance indicator for Call Design. As they witnessed an accelerated growth over the past few years, there was an increased reliance on email communication; their existing on-premise email Exchange Server, which was already overworked, hit its storage and maintenance limitation. Furthermore, CD's employees also relied on emails to accomplish their daily productivity tasks and collaboration with other colleagues on files and documents, leading to more on-premise crunch. That's why Call Design wanted to deliver a seamless end-user experience with Office 365 to allow flow without any hardware limitations.

Working with Henson Group

Henson Group (HG) began as a service integrator and 16 years later is an award-winning CSP partner. The group specializes in cloud computing with a major focus on Office 365. With the group's technology expertise, they offload IT workloads, manage client servers, and upgrade existing packages. As a premier provider of Microsoft licensing and managed services, HG was able to resolve Call Design's issues.

Before Office 365 was actually deployed, HG ran its pilot in a test environment. Availing this best practice approach ensured the error-free functionality of Office 365. Running this test also helped HG to highlight any potential challenges, even before the full migration process began. After a successful testing period, HG started the migration process from Exchange Server to Office 365 by completing the following tasks:

1. Migration of 70+ mailboxes
2. Migration of all existing public folders
3. Configuration of login synchronization between Active Directory on CD's Windows server and Office 365
4. Updates to their DNS records
5. Setup and configuration of SharePoint Online
6. Setup and configuration of Microsoft Teams

Meaningful Partnership

Henson Group, a Microsoft Gold Partner, worked relentlessly to offer their full support to the Call Design. CD acquired an improved email/document-management service immediately after migrating to Office 365. A complete migration of their email allowed them to not only retire their outdated Exchange Server but also realize the immediate benefits of using the latest and most advanced email system for their needs.

Why O365?

Using the Office 365 platform allows growing businesses like Call Design to explore, integrate, and run their communications hassle-free. If the focus of your business is to harness the benefits of powerful connectivity, then Office 365 is all that you need.



“To successfully migrate from our on-premises Exchange 2010 Server to Henson Group’s Office 365 environment has been an extremely positive experience and we are delighted with the support we have received. HG’s team is responsive, helpful, and cordial. We have been benefited from their in-depth knowledge and risk-management capability to run a smooth transition with around 70 mailboxes that all required complex configuration. We look forward to a long relationship with HG.”

- Peter Salmon, Director, Call Design

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