

# Medium Enterprise Computer Services Company

## Introduction

This case study of a medium enterprise computer services company is based on a June 2018 survey of BitTitan customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“The migration process is streamlined with MigrationWiz, and the product handles a lot of the underlying complexity that other tools do not make straightforward. MigrationWiz allows for creating projects where status is more transparent, predictable and manageable, which improves estimates for costs and downtime. Overall, MigrationWiz is an excellent product and solution that benefits service providers and customers making the move to the Office 365.”

## Challenges

Challenges that led the medium enterprise computer services company faced before implementing BitTitan MigrationWiz:

- The high cost of configuring and managing migration projects.
- Difficulty determining causes for migration failures.
- Slow migration project times.
- Manual processes causing errors and inconsistent results.

Customer downtime and low satisfaction were identified as the biggest pain points when performing any migration.

## Use Case

The medium enterprise computer services company uses MigrationWiz to migrate a variety of workloads, including:

- Mail
- Public folders

## Results

The enterprise achieved the following results with BitTitan:

- Migration projects have increased in efficiency by 30-40% since using MigrationWiz.
- Key reasons for purchasing MigrationWiz:
  - 100% SaaS
  - Cost-savings
  - Speed of migrations**Since the enterprise began using MigrationWiz for their customers' migration projects, they saved both time and money.**

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Medium Enterprise**

Industry:  
**Computer Services**

### About BitTitan

Our industry-leading SaaS solution enables IT service providers to migrate email and multi-workloads from a wide variety of Sources and Destinations.

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