

Customer Stories

ODM Computers Migrates 3,500 Users from Office 365 to Exchange On-Premises

Overview

A 2014 Microsoft Partners of the Year in Spain, ODM Computers is a leading technology consultant and cloud expert. With the help of BitTitan, ODM successfully migrated 3,500 mailboxes from Microsoft Office 365 to on-premises Exchange in a single weekend, providing a seamless and simple transition for a customer with strict requirements.



Challenge

The 3,500 seats included mail, calendars, tasks, and contacts. Being in the Healthcare industry, the customer was particularly concerned around protecting their data during their migration, which included personally identifiable information (PII) that could not leave the European region.

The timeline was also challenging. The customer could not afford any downtime, as it would adversely affect their business. With only a weekend to execute the migration, both ODM and the customer needed knowledgeable experts to be confident of a painless transition.

Solution

ODM considered numerous solutions before choosing a partner. BitTitan turned out to be the best solution for several reasons including security, speed, ease-of-use, and overall customer satisfaction.

"We realized several tests with other tools that proved to be a failure, and did not satisfy the needs of the customer over time," said Fernando Pérez, Sales Manager at ODM.

It was very critical that the solution allowed migration within their security compliance standards. During the project, ODM ensured the customer that the data would never leave the BitTitan servers inside the European region. BitTitan support was easily accessible to answer any questions during the pre-migration process around security and speed.

Results

ODM began by migrating incremental amounts of data during the pre-migration phase, two weeks prior to the cutover. This helped set the stage to prevent any user downtime, so the customer could conduct business as usual. Fernando explained, "BitTitan allowed us to realize this without large configurations in mail platforms, and enabled us to make incremental migrations during the previous weeks to perform and finish everything in a weekend."

The data was successfully migrated back to Exchange, while never moving outside of the European region. The customer was extremely pleased, and plans to migrate an additional 6,000 seats. With BitTitan technology, ODM was able to strengthen the customer relationship and win future business, where BitTitan will be grateful to help again.

"BitTitan has made it possible to migrate 3,500 email accounts in a single weekend with huge success and total security. No tools like BitTitan ensured this tremendous transition success."

Fernando Perez Sales Manager, ODM Computers

About BitTitan

BitTitan® empowers IT services professionals to properly assess, deploy, and manage technology solutions in a cloud-first world. With BitTitan MSPComplete®, an IT services automation platform featuring BitTitan's globally renowned MigrationWiz® solution, IT professionals can organize, optimize, and automate service delivery. BitTitan has helped more than 31,000 customers deploy IT services to 6.5 million employees in 155 countries.



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