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Customer Spotlight

BitTitan Customer Spotlight:
Licencias OnLine

FREE TRIAL

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Licencias OnLine Turns a 1,900-User Migration into a Weekend Cutover

Across Latin America, organizations of every size are modernizing the way they work, and many of them count on a trusted channel to get there. With 13 offices serving 40 countries, a network of more than 4,000 channel partners, and over 25,000 end customers, Licencias OnLine is one of the region's leading value-added technology distributors.

Licencias OnLine connects leading software and cloud vendors, including Microsoft and BitTitan, with partners and enterprise customers. Its role goes well beyond procurement. The team provides technical presales support, solution design, licensing guidance, training, and ongoing enablement, along with services such as provisioning, implementation, and migration. For years, Licencias OnLine has relied on MigrationWiz to help its partners and their customers move to the cloud.

In a conversation with Henry Garcia and Daniel Yesuron, technical presales architects who support Microsoft and BitTitan solutions across South America for Licencias OnLine, we learned how they used MigrationWiz to move a Chilean telecommunications provider from Google Workspace to Microsoft 365, and why the end users barely noticed.

A Big Project Worth the Wait

A telecommunications provider that is a reseller partner of Licencias OnLine needed to move all of its data from Google Workspace to Microsoft 365. The project covered roughly 1,900 licenses, and it took nearly two years to land. When the opportunity first came up, there wasn't enough time before the Google Workspace renewal to plan every detail of the implementation, so the team waited for the next renewal cycle to make sure the project could be done right.

The scope was significant. Some mailboxes held more than 300 GB of data, and everything was coming from a single Google Workspace tenant into two separate Microsoft 365 tenants. Some users needed to exist in both.

"The customer came to us with just the need: we have to move from here to here, and split it into two tenants," said Henry. "We had to do everything else."

Licencias OnLine handled the full lifecycle of the project, from sizing and licensing to solution design, migration, and end-user enablement. It was also the largest migration the team had ever taken on. Their biggest previous project was around 900 users, about half the size.

"We were used to smaller and medium-sized projects, so this was a challenge for us," said Daniel. "But when we started the project, we felt really comfortable, because the platform gives you the tools to take on those challenges, whatever size they are."

Why MigrationWiz

The project was time sensitive, and the volume of data was large enough that the team knew they needed an orchestration tool. Their experience using MigrationWiz on many smaller migrations made the choice an easy one.

BitTitan also helped make the numbers work. "Ximena Giraldo, our BitTitan account manager, was very helpful and very kind with us," said Henry. "We had a budget to fit, and she helped us through the whole negotiation so we could close the deal with the customer."

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Turning One Big Migration into Many Small Ones

The team's biggest early concern was whether Google and Microsoft could move such a large amount of data without interruptions. The answer was to stop thinking of it as one massive project.

"Part of the solution is not to think of it as a huge project, but to divide it into multiple smaller projects, and MigrationWiz allows you to do that," said Daniel. "We turned one huge migration into multiple little migrations running concurrently."

The plan came together in a few steps. First, the team worked with the customer to decide which Microsoft 365 tenant each user would go to. Then they split the work into smaller MigrationWiz projects, using the visual MigrationWiz portal to select endpoints and configure credentials. Finally, they tuned the advanced settings for each project to control what data moved and when.

Documents were straightforward, with one project for each destination tenant. Mailboxes required more care. Users who could be migrated in a single pass went into a standard project, while users with very large mailboxes were split across separate projects for their primary mailbox and their archive.

Before running at full scale, the team used a pre-migration pass to confirm that data was flowing correctly from source to destination. "One of the things I like most about BitTitan is that it lets you do a pre-migration step, so you can see if the data is actually going from origin to destination," said Daniel. "Once that's happening, you just run everything else concurrently."

Because Google and Microsoft limit transfers to roughly 1 GB per hour, running projects in parallel was essential. At any given time, the team was migrating about 80 users concurrently, moving around 20 GB of data per user per day.

Solving Challenges in Real Time

As with any project of this size, the migration surfaced challenges the team hadn't anticipated. One came from the difference between how Google and Microsoft organize email. Google labels become folders in Microsoft 365, so a single message with several labels can appear in several folders. For some users, that duplication filled their Microsoft 365 mailbox storage much faster than expected.

The team had already planned to move only the most recent mail into the primary mailbox for the heaviest users, but some accounts were still too large. So they re-planned, created additional projects, and restarted those users. By the end, the mailbox migration ran across six projects, separating the largest users and their archives from everyone else.

"They weren't actual problems. They were challenges that we had to tackle and solve in real time," said Daniel. "Google and Microsoft speak different languages, but the BitTitan services allowed us to solve for almost all of them. Nothing critical was lost along the way."

Granular monitoring made that possible. MigrationWiz reporting and email notifications let the team check the status of each of the 1,900 users at any point in time and pinpoint errors quickly. When they had questions, BitTitan's documentation and 24/7 support were there to help.

"Something I love about BitTitan is the documentation," said Henry. "It's accurate and step by step on how to configure both environments. When you have an issue, they have an answer for it."

"The whole monitoring service of MigrationWiz is excellent, to say the least," added Daniel.

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Friday on Google, Monday on Microsoft

The full project took just under three months. For end users, it took a weekend.

“They were working on Google on a Friday, and the next Monday they were in Microsoft with everything migrated,” said Daniel. “From the end user’s point of view, it was just a cutover over a weekend, and then they were working like usual.”

That made a strong impression on the customer, whose earlier move to Google Workspace had been rough. The team was prepared for some chaos after the DNS cutover, but the following week brought only routine questions about logins and the new tools. No one reported lost data, and nothing was urgent.

“Part of what the customer told us was, ‘I can’t believe there’s nothing else to do here,’” said Daniel.

A Tool for Migrations of Any Size

For Henry, the project changed how he approaches future work. “Now I have different approaches for every kind of migration, from the simplest to a huge project,” he said. The team also found that MigrationWiz handles small, medium, and large migrations with essentially the same configuration, plus a few advanced settings they learned along the way.

Daniel says the biggest benefit for anyone planning a large migration is peace of mind. “MigrationWiz allows you to do basically 99% of the work without impacting the end customer,” he said. “Users keep working in their origin system until you tell MigrationWiz it’s time for the cutover. Without it, you’d have to migrate everything manually and expect users to start on the new system right away.”

“Working with BitTitan was a smooth and collaborative experience that enabled us to deliver a reliable, scalable, and well-managed migration project for the customer,” said Daniel.

If you’d like to learn more about how MigrationWiz handles migrations regardless of size and complexity, contact us today.