

CUSTOMER STORY: SE-ENGLAND 1,500 SEAT COUNCIL

DNA enables speedy, error-free public sector telephony project

Simplified, accelerated S4B to Teams migration thanks to DNA from Support to Win

For this project at a large, multi-borough council body in the south-east of England, STW was asked to deliver professional services around all aspects of planning, implementation and go-live by its partner – a well-known UK IT services and solution provider.

The challenge

The customer's objective was to migrate 1,500 users from an existing Skype for Business (S4B) on-premise platform to cloud-based MS Teams.

Within this, the all-important telephony migration allowing a seamless user transition from old to new – porting across the same phone numbers, hunt groups and other telephony configurations – would require significant care and accuracy so as not to disrupt mission-critical services that could impact users and the communities they serve.

The solution

First, STW utilised its DNA platform to obtain a detailed current state configuration of all telephony users and features. DNA (which stands for Discover, Normalise, Automate) uncovered a highly complex setup within S4B.

This was followed by testing of an innovative approach to phasing the migration rather than doing it all in one go. Because of the complexity of the staged decommission followed by an extensive Teams build, automation was necessary to pre-configure and verify the entire build before loading this to Teams as a bulk import.

“The deployment itself was automated and systemised as much as possible resulting in a project plan of 3 successive go-live evenings, migrating 500 users each time to one of 3 sites. This included coordinated porting, S4B decommissioning, and Teams builds of users, groups and common area phones.”

The results

The automation power of DNA streamlined each of the go-live evenings significantly. In fact, there were zero migration-related errors or snags associated with any of the automated actions.

From the customer's perspective the migration from old to new has been seamless. Crucial to allowing this to happen was the ability to use DNA's records as a single source of truth with which to validate information and to build from. DNA has enabled complete accuracy in the transfer of configurations and features (where available) between the two systems.

The extreme complexity of the project, and its scale, meant that a complete 1,500-user ‘big bang’ migration (including S4B decommissioning) on a single day was never going to be feasible. Without DNA, the most likely approach would have been staging a series of builds over multiple weekends, and even then, potentially making compromises in terms of user experience and data accuracy.

“Instead, this innovative staged big bang approach allowed the project to execute within a much shorter timeframe and mitigate out-of-hours engineering costs and internal disruption.”