# Microsoft 365 Modernization for TeleConnect Solutions

## KPCS Consulting Case Study

### EXECUTIVE SUMMARY:

TeleConnect Solutions (TCS) is a leading provider of telecommunications services focused on delivering reliable infrastructure and modern data transmission technologies. In this project, we supported the client in enhancing the security and efficiency of its cloud environment through the implementation of advanced Microsoft 365 and Azure capabilities. The solution included data consolidation, encryption, sensitive information classification, and the creation of secure dashboards for improved visibility and control. These measures enabled the client to achieve stronger data protection, reduce operational risks, and readiness for future AI-driven innovations.

### KEY DELIVERED OUTCOMES:

> **Over $120K annual savings** and **15% efficiency** gain

> 400+ users transitioned to Microsoft 365

> **$23K annual IT cost reduction**

> Improved collaboration and employee satisfaction

> **Stronger security and compliance** posture

## 1.   Client Overview

TCS is a leading telecommunications and IT infrastructure provider, delivering broadcasting, connectivity, and cloud services across multiple regions. The company operates one of the largest national networks of transmitters, managing more than 700 towers and masts leased to mobile operators and service providers. It also provides data center, cloud, and optical network services for businesses and government institutions. Founded in 1963 and modernized in the 1990s, the company is now part of an international group investing in digital infrastructure across Europe and North America.

> Business areas: Telecommunications, broadcasting, ICT (data centers, cloud)

> Employees: ~450

> Core role: Connecting communities through next-generation digital infrastructure

## 2.  Business Challenge

The company's IT systems were based on legacy technologies that limited scalability, flexibility, and security. Aging infrastructure increased operational costs and complexity, while employees lacked access to modern collaboration tools to support hybrid work. Without modernization, the company risked rising maintenance costs, security vulnerabilities, and reduced competitiveness in a rapidly evolving digital market.

## 3.  Objectives

> Modernize and unify IT systems with Microsoft 365

> Enable secure hybrid integration between on-premises and cloud environments

> Migrate email, communication, and collaboration tools seamlessly

> Reduce IT management complexity and operating costs

> Strengthen cybersecurity and support remote work for over 400 employees

## 4.  Solution Delivered

KPCS Consulting designed and implemented a hybrid Microsoft 365 migration project that modernized the TeleConnect Solutions communication and collaboration environment. The engagement included a detailed assessment of existing systems, solution architecture design, and a migration plan executed over an extended weekend to minimize operational disruption.

Key elements of the solution included:

> Seamless migration of Exchange mailboxes, user identities, and data

> Transition from Skype for Business to Microsoft Teams

> Deployment of hybrid integration between on-premises and Microsoft 365

> Enhanced cloud security, identity management, and compliance

> Comprehensive user support and training to drive adoption

# 5.    Results & Business Outcomes

| Metric | Before | After |
| --- | --- | --- |
| IT Operating Costs | High, manual management | Reduced by $23K annually |
| Productivity & Collaboration | Fragmented tools, slow communication | Improved by $100K annually |
| Security & Incidents | Frequent, limited visibility | Reduced frequency and improved posture |
| User Adoption | Legacy tools and limited mobility | 400+ users on Microsoft 365 |
| Operational Efficiency | Limited adaptability | Over $120K savings and 15% efficiency gain |

The Microsoft 365 migration transformed the TCS's digital workspace, increasing productivity, reducing IT costs, and enhancing collaboration across departments. The modernization delivered over $120K in annual savings and a 15% improvement in operational efficiency. More than 400 employees now work securely and flexibly using Microsoft Teams, SharePoint, and cloud-based tools. The solution strengthened the company's security posture and positioned it for continued digital growth.

# 6.    Key Delivered Outcomes

> Over $120K annual savings and 15% efficiency gain

> 400+ users transitioned to Microsoft 365

> $23K annual IT cost reduction

> Improved collaboration and employee satisfaction

> Stronger security and compliance posture

# 7.    Validation

> Validated by: Client CIO and IT Infrastructure Team

> Prepared by: KPCS Consulting Cloud & Modern Workplace Practice

> Duration: 8 weeks (Assessment, Migration, and Training)

> Year: 2023

> Client: TeleConnect Solutions

# 8.   Next Steps & Contact

KPCS helps defense and technology organizations modernize infrastructure, enhance security, and increase operational efficiency through Microsoft cloud transformation solutions.

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