Office 365 Tenant-to-Tenant Migration for a Global Investment and E-Commerce Group (Confidential Client)

KPCS Consulting Case Study

EXECUTIVE SUMMARY:

KPCS Consulting successfully executed a comprehensive Office 365 **tenant-to-tenant migration for a global investment and e-commerce group**, unifying cloud services, enhancing security, streamlining IT management, and enabling seamless collaboration across more than 30 countries. The project was designed to **minimize downtime**, ensure **secure data transfer**, and **support user adoption**.

KEY DELIVERED OUTCOMES:

> Reduced user and license **administration time by 20–30%** through centralized identity and unified processes.

> **Accelerated onboarding/offboarding by 60%** (from 5 days to ~2) while cutting identity-related errors by 50%.

> **Lowered security incidents by up to 70%** and shortened audit/reporting effort by 40%, supporting GDPR/ISO compliance.

> Improved service availability by reducing quarterly downtime **from 12 hours to under 2**, boosting user productivity by 5–10%.

> **Saved an estimated $200K–$350K** annually through reduced operational workload, fewer incidents, and minimized downtime.

1. Client Overview

The Global Investment and E-Commerce Group (confidential client) has been active since 2013 and is part of an international financial organization. The company focuses on investments in modern technologies, e-commerce, digital services, and innovative startups. Its core expertise lies in supporting business growth across online commerce, fintech, media, and the digital economy. The group operates in over **30 countries**, helping portfolio companies expand internationally and embrace secure, modern digital infrastructure.

> Number of employees: **Approx. 400**

> Geographic scope: Global (**30+** countries)

> Motto: "Everyone directs their own life; for security and peace of mind, they have us."

2. Business Challenge

The client needed to consolidate multiple fragmented cloud environments following a merger, specifically migrating its Office 365 tenant from Mall.cz to Rockaway. Prior to the project, company data, emails, and tools were spread across several platforms, making management complex and inconsistent. **Disjointed technologies increased the risk of data loss, security gaps, and collaboration inefficiencies across international teams.** The lack of unified identity and permissions management also heightened operational risk and made IT administration costly and error-prone.

3. Objectives

> Unify cloud services into a single Microsoft 365 environment.

> Migrate key workloads — Exchange Online (EXO), SharePoint Online (SPO), OneDrive for Business (OD4B), and Microsoft Teams.

> Ensure secure and seamless user identity and permissions alignment.

> Reduce operational risk, costs, and administrative overhead.

> Strengthen collaboration across all global offices.

4. Solution Delivered

KPCS Consulting executed a comprehensive Office 365 tenant-to-tenant migration that unified email, document management, and collaboration tools into a single, secure environment. The project included Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft Teams, with full identity synchronization and permission alignment. The migration was carefully planned to minimize downtime, with major steps performed outside of business hours to ensure continuity and user comfort.

The implementation utilized advanced, proven migration tools — including Metalogix Essentials and CloudMigrator365 — to securely transfer large data volumes while maintaining integrity and minimizing disruption. KPCS worked closely with the internal IT team to tailor the approach to the client's specific operational and compliance needs. Comprehensive documentation, training materials, and post-migration support were provided to ensure a smooth transition and user adoption.

5. Results & Business Outcomes

Metric	Before	After
Cloud Environment	Fragmented (multiple tenants)	Unified Microsoft 365 tenant
Security & Compliance	Inconsistent measures	60% improved threat detection
Incident Response Time	8 hours average	Under 2 hours (75% faster)
Operational Efficiency	High IT overhead	Saved $350K annually

The unified Microsoft 365 environment significantly increased operational efficiency, collaboration, and security across all international locations. **Threat detection coverage improved by 60%** through Microsoft Sentinel automation and analytics correlation. Incident response times were **reduced by up to 75%**, cutting average remediation from eight hours to under two. False-positive alerts **dropped by 45%**, enhancing SOC focus and productivity. Overall, the client achieved full 24/7 monitoring compliance, improved system resilience, and **saved an estimated $350K annually** in operational efficiency and reduced downtime.

6. Key Delivered Outcomes

> Reduced user and license administration time by 20–30% through centralized identity and unified processes.

> Accelerated onboarding/offboarding by 60% (from 5 days to ~2) while cutting identity-related errors by 50%.

> Lowered security incidents by up to 70% and shortened audit/reporting effort by 40%, supporting GDPR/ISO compliance.

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7. Validation

> Validated by: Client CIO and IT Security Team

> Prepared by: KPCS Consulting Cloud & Security Practice

> Duration: 9 weeks (Planning, Migration, and Validation)

- > Year: Originally implemented in 2017 and enhanced by KPCS in 2024

- > Client: Global Investment and E-Commerce Group (confidential client)

8.   Next Steps & Contact

KPCS helps international investment and technology organizations modernize and unify their digital environments, ensuring secure collaboration and operational excellence through Microsoft 365 and Azure cloud solutions.

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