

Even after losing super admin access to the G Suite accounts, Sterlite Power successfully migrated all 1500+ G Suite accounts to Office 365

Case Study: A Journey from

Google
Workspace

to



Office 365



Client: Sterlite Power

Industry:
Electricity Transmission Company

Size of Company:
1500-2000 employees

Sterlite Power is a market leader in the production of power transmission infrastructure products. Its cutting-edge technologies have a worldwide reach, with projects spanning 13,700 circuit kilometres across Brazil and India.

Moreover, it also specialises in modernizing, improving, and strengthening power delivery networks and solving complicated challenges relating to power utilities. But, what happens when the one who solves problems becomes the one facing them?

The Situation

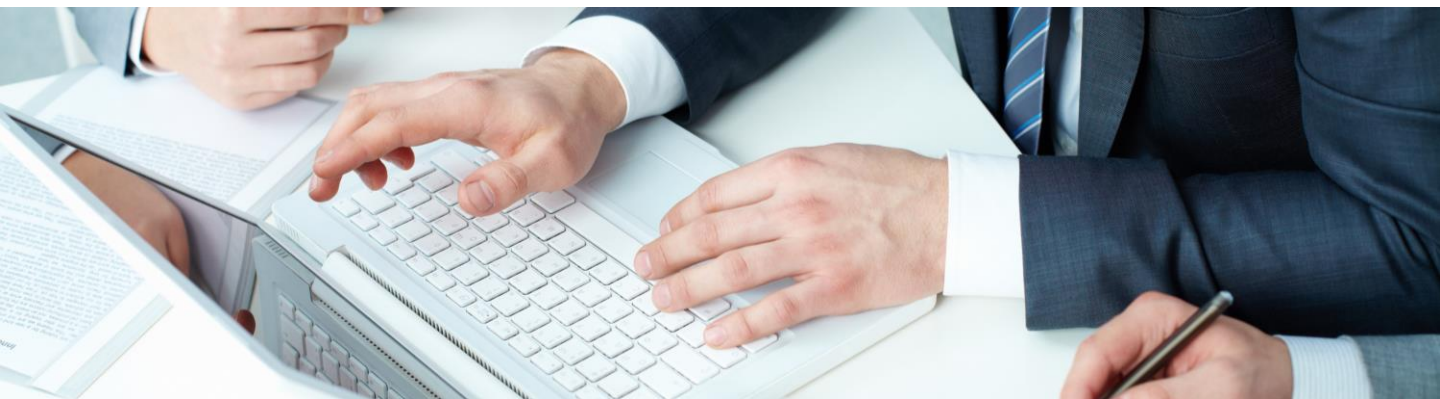
After many years of peaceful coexistence with another subsidiary of Volcan Investments (Volcan Investments is the Parent company of Sterlite Technologies and Sterlite Power), Sterlite Power decided to demerge itself from Sterlite technologies.

After using G Suite as their main email client for several years, it was time to migrate to a modern platform where they could create, collaborate, and communicate easily. And they couldn't think of a better option than Office 365.

But, even after jumping through so many hoops, they weren't able to migrate the G Suite accounts to Office 365.



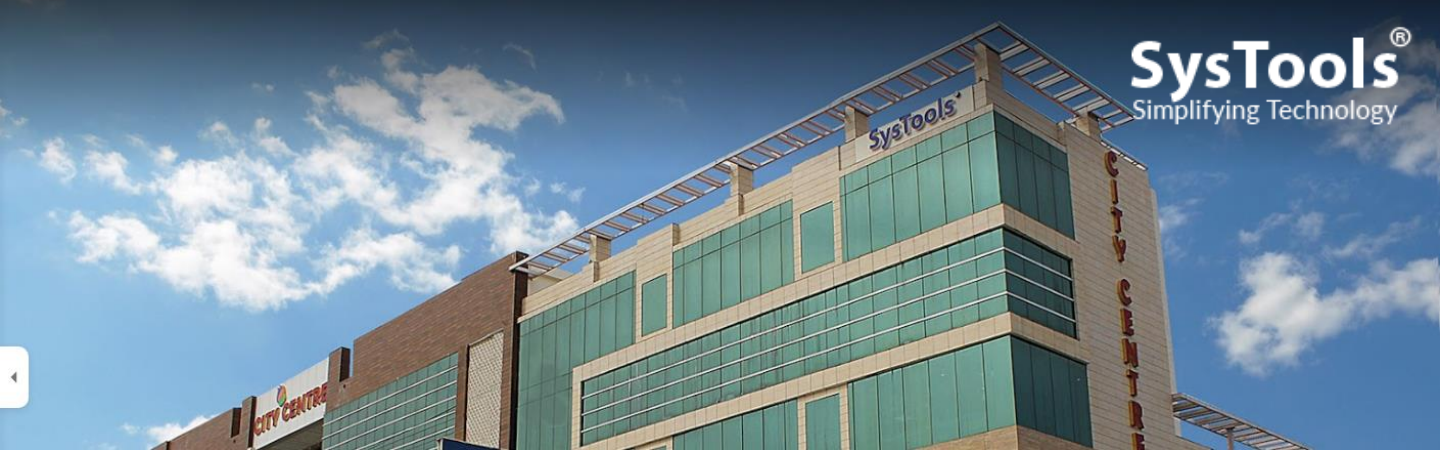
Even after a year, Sterlite Power was still stuck on G Suite, as they weren't able to find a feasible solution to migrate to Office 365



Challenges Faced By Sterlite Power

- After the demerger, Sterlite Power had **lost access to the super admin credentials** of all the G Suite accounts.
- Sterlite Power had already purchased the license of Office 365, and its expense was getting wasted because of the delay in migration.

Even after a year, Sterlite Power was still stuck on G Suite, as they weren't able to find a feasible solution to migrate to Office 365.



Word of Mouth Brought SysTools Products Into Light

One of Sterlite Power's supervisors, Chirag Pandey recalled his time using one of the SysTools products.



"I have used a couple of their tools and they functioned flawlessly; also, their customer service was excellent."

This brought the team at Sterlite Technologies to approach SysTools and discuss their problems with them.

SysTools to The Rescue

The SysTools team listened to Sterlite Power's problem and after deep analysis, they came up with a solution - **SysTools Migrator for G Suite to Office 365**.

G Suite to Office 365 Migrator moves user data from G Suite to Office 365 in a safe manner, without the involvement of any third party. Many distinct capabilities, such as the filtering option, concurrent migration, and priority setting when migrating, assist in moving to Office 365 in a phased method, clearing out unnecessary data, and shortening migration time.

Challenges Faced By SysTools

From the start, the migration project presented several issues.

1. No Access to Super Admin Credentials

“If you have the admin credentials then you can quickly (40GB per hour) migrate all the G Suite accounts at once. But, the main issue with Sterlite Power was the G Suite admin credentials were missing, so we had to migrate each person’s data individually using their end-user credentials” explains Jaspreet.

Since sharing of login details is a matter of compliance and confidentiality, all employees were required to be present in the office, because the mailbox transfer cannot begin without their passwords. As a result, user availability became a top priority in this case.

2. Outlook Configuration

After all the 1500+ G Suite accounts were successfully migrated to Office 365, then came another major concern- Outlook Desktop installation. All Email IDs were to be configured in outlook.

“To keep our systems secure, we use many different policies, which became a major hindrance in the configuration of Outlook”, said an employee at Sterlite Power.



3. Migration Of Employees Of Different Level And Country

SysTools also faced problems in the migration of Senior-level employees, Employees in Brazil and those located in Tier 3 cities of India.

- **Senior-level Employees Migration**

For migrating the accounts of senior-level employees, they were required to be in the office. And for this their availability became a huge concern. SysTools had to make sure the entire migration was completed when they were in office in a single go from the beginning to the end of the migration till their Outlook was configured.

- **Brazil Users - Time Zone Issue**

Employees of Sterlite Power in Brazil were available either at night or late in the evening, which became a major hindrance for SysTools to tackle. For this, SysTools coordinated with the IT person in the Brazil department. At night, the migration process started and by the next day within their work hours, the entire migration was completed along with the configuration of Outlook.

▪ **Migrating Accounts of Employees in Tier 3 Cities of India**

The migration of off-site employees' Google Workspace accounts was a major task. Most of the time, either their network was down, or their internet was too slow. Along with that, explaining and ensuring the staff understand how Outlook works and how they have now transitioned to Office 365 was a critical challenge.

Result

SysTools was able to complete the entire migration of 1500+ G Suite accounts from India & Brazil within a time span of 9 months with no disruption to their business and working of employees. Neeraj Kumar Singh says



“Our main target was to migrate their accounts in the minimum time possible, to lessen the loss they were facing because of unused Office 365 licenses”

- After understanding the pain points of Sterlite, SysTools developed a customized way out that gave them the facility to migrate the G Suite Users with the help of end-user credentials to Office 365 seamlessly.
- The migration solution was completely cost-optimized and didn't hurt the pocket of the company.
- The migration was completed with minimum downtime and did not disrupt the working of the employees at all.

Benefits

1. Smooth transition to Office 365 with complete user satisfaction.
2. Completed the migration before the expected time period.
3. Addressed security problems by not involving any third party in the middle.
4. Personalized service by understanding all the issues and handling each of them perfectly.
5. Saving of Costs by customizing the solution to match their budget.
6. Streamlined migration of huge mailboxes from G Suite to Office 365
7. Provided clear insight into migration progress from an easy-to-use interface

Customer Feedback



“We were struggling to switch to Office 365 for 1.5 years, and SysTools made it possible. Along with their excellent migration tool, their services are also worth commending. I will never hesitate in putting a good word for them, thank you team SysTools.”

-Ajay Bansal, Operations Manager, Sterlite Power



Who Are We?

SysTools Software or in other words the 'Kings of Migrations'. We proudly call ourselves the kings in the field because of the quality of work we deliver.

However, we don't confine ourselves just to a single branch. We provide the same quality of service for data backup, data recovery, and forensics too!

Our competent bunch of people burn the candle at both ends to provide you with the solution that matches your needs. To know more about us click on www.systoolsgroup.com

About SysTools

SysTools provides products and services in Cyber Security & Data Migration. We have 200+ products which is being used by 200,000+ customers across the world. The customers includes Walmart, Amazon, Apple, NASA etc

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