Uncommon

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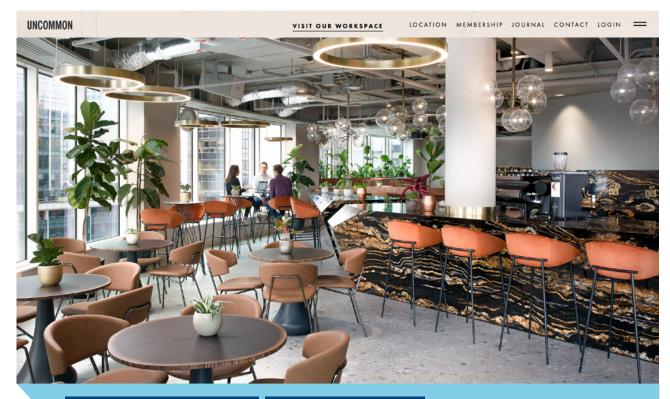- staged migration to Office 365
- highly scalable solution
- Synergy virtual desktop solution
- segmented & flexible – building to building

Client Summary

Uncommon are a co-working space brand. Started in 2015, the brand has been growing rapidly since and now has four buildings (2,000 users) in London, with more planned across the UK and Europe.
They needed multiple different IT systems which can:
- Support their internal staff
- Provide Internet connectivity, VoIP and other services to their customers (tenants)
- Integrate with other systems used for CRM, billing and tenant management.

We implemented various hardware and software solutions to successfully tackle all problems which have arisen from the rapid growth of the organisation including:
- Highly available internet connectivity and network infrastructure at every building
- Office 365 and Synergy hybrid solution in virtual desktop environment for staff
- Datacentre services to provide printing, DNS and VoIP facilities to tenants
- Various integrations with a custom ERP system and billing solutions.

Client details
Uncommon (CER Net.works Management Limited)
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Issue: Inefficient email and file services

Uncommon's email service was overworked due to accelerated growth and an increased reliance on email communications over the past four years.

Additionally, the client's existing file storage system was becoming difficult to use, with no document version tracking and limited capabilities.

This was placing an extra burden on the already overworked email service because employees were relying on email to accomplish daily productivity tasks and to collaborate with colleagues on files and documents.
This way of communicating was inefficient and affected daily productivity, as well as the client's bottom line.

Also, employees were using many different versions of Microsoft Office from 2007 to 2016, causing problems with compatibility, ongoing support and daily maintenance.

Our responsibility was to replace the client's legacy IT services with a more efficient, cost-effective email and document management solution.

These ongoing issues were clearly having an impact on productivity and communication, with staff becoming frustrated by daily distractions from more important tasks.

Uncommon

Action taken

We performed a staged migration from Uncommon's existing systems to Office 365 for the below elements:
- **Email**
- **Contacts/Calendar data**
- **File storage services.**

- All employees would be using the same version of Outlook and Office applications within Office 365, removing any compatibility issues and making ongoing support and widespread training easier.
- This version of **Office 365 Business** incorporates **SharePoint Online**, which is the perfect solution. for an organisation that needs an efficient document management and collaboration platform. Company employees can access email, contacts, documents, and the company intranet from anywhere and on any device using any browser.
- **The external sales team** will benefit from using the same email and document management platforms that can be accessed anywhere from the cloud, allowing them to share and collaborate on documents as if they were working in the office.
- The staff are familiar with the look and feel of Microsoft applications because they already used them in-house, which makes the transition to Office 365 easier.
- **Because the company is growing fast**, Office 365 was a highly scalable solution that would allow our team to provision accounts for new employees quickly and efficiently, while controlling costs.
- **A 99.5% uptime guarantee** in the Service Level Agreement (SLA) provides greater reliability without the expense of added capital investments such as a Hyper-V server, backup power, storage areas, etc.
- **Improved security results** from the compliance-certified physical security Microsoft deploys in its data centres in addition to encryption technologies, backup and redundancy, data protection agreements, and more.

The migration was performed using our proven procedure which has availability and down-time in mind. We copied all data over the course of a week and then scheduled a migration day, during which all users were transitioned to the new service. Once live on Office 365, we ran a quick, overnight copy of any changed files from Google Apps, which brought their Office 365 data up to date in the first morning.

All staff received training prior to using the service but were also provided an easy means of reaching out to our engineers for any help. We had 1to1 sessions with specific users who needed attention.

Our **Synergy virtual desktop solution** was set up for Front of House members of staff, who are utilising it to access various services used to manage the buildings like CCTV, Printing facilities and Access Card management.

Lastly, we configured all company servers to be hosted in our high available data centres, which provide quick access from the virtual desktops along with backup and redundancy.

1000+

Desks and hot desks supported so far...

+100,000m²

At sites across London

Results

The client realised a massively improved email and document management service immediately after the Office 365 migration project was completed.

They fully migrated all their email to Office 365, which allowed them to retire their outdated existing service and realise the immediate benefits of using the latest and most advanced email system.

SharePoint rocks!

In addition, their existing file server has been replaced with SharePoint Online which eliminates the older and time-consuming method of sharing documents with colleagues through emails. It also added a new layer of document management and collaboration capabilities to the organisation to further increase efficiency. While full training was provided, the existing staff members quickly adopted SharePoint thanks to its familiar and user-friendly interface.

Uncommon are now customising their Office 365 to include Dynamics as their ERP solution.

S> SharePoint **Office 365**

Network Fish provide network, desktop, server & cloud support on all levels
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