MOURI TECH®

Transforming **IT Infrastructure** with Quick2Office for **Enhanced Productivity and Collaboration**



Client **Overview**

The client is a renowned leader in the design, manufacturing, marketing, and supply of award-winning tableware, lighting, and buffet solutions. With a significant presence in over 140 countries, the company is an influential player in the global hospitality industry. For the past five decades, the client has consistently delivered products that combine functionality with innovative design, all while maintaining a strong commitment to sustainability and environmental stewardship.

Problem Statement

Following a strategic merger, the client faced several significant challenges that threatened to disrupt their operations:

- **Post-Merger IT Consolidation:** The client needed to manage and consolidate multiple IT infrastructures. This was essential to maintaining smooth operations for extensive data, applications, and services, but proved to be a complex and daunting task.
- **Documentation and Communication Demands:** The complexity of the merger introduced significant documentation and communication demands. These were crucial for overseeing broad operations, yet managing these aspects became increasingly difficult.
- **Employee Coordination:** The presence of multiple IT infrastructures created hurdles in employee coordination. This fragmentation affected productivity and resource management, complicating the ability to work efficiently across the newly merged entity.

These challenges necessitated a robust and integrated solution to ensure seamless operations, improve productivity, and effectively manage resources in the post-merger environment.

Solution

MOURI Tech delivered a comprehensive solution to address the client's post-merger IT consolidation challenges, ensuring seamless integration and enhanced operational efficiency. The deployment of Quick2Office, MOURI Tech's proprietary scalable and future-ready solution, accelerated the Microsoft 365 migrations, facilitating rapid IT system integration and minimizing downtime.

To achieve faster time-to-market and improve efficiency, MOURI Tech utilized custom templates, reusable code, and automation. These tools streamlined processes, reduced manual effort, and ensured reliable implementations. Thorough evaluations of Microsoft 365 workloads were conducted to ensure smooth transitions, safeguarding against data loss or disruptions.

Tenant consolidation was simplified by unifying two tenants into a single “master tenant” and merging various Microsoft 365 tenants from different geographies into one “global tenant.” This unification improved coordination and resource management across the merged entity.

A hybrid project management approach, combining agile and waterfall methodologies, was employed to ensure flexibility, efficiency, and adherence to project timelines and objectives. Additionally, a growth-oriented IT roadmap was developed to bolster Microsoft 365 security, support business expansion, and enhance ROI, aligning the IT infrastructure with the company’s long-term goals and growth objectives.

Business Outcomes

This successful implementation by MOURI Tech enabled the client to streamline their IT infrastructure, enhance productivity and collaboration, and position themselves for sustained growth in the global hospitality industry.

- **Streamlined IT Service Delivery:** Streamlined Microsoft 365 systems architecture to enable seamless global IT service delivery support and enhance security operations.
- **Enhanced Communication and Collaboration:** Eliminated technological obstacles to foster greater communication and collaboration across the organization.
- **Scalability and Growth:** Enhanced scalability through a unified platform to expand business operations with a five-year growth strategy.
- **Simplified User Experience:** Facilitated users to seamlessly navigate diverse Microsoft 365 resources with a single login.
- **Optimized End-User Experience:** Optimized end-user experience and client satisfaction with on-time project delivery.

Business Needs Addressed

- **Single Identity for Users:** Established a single identity for every user in the digital ecosystem to streamline IT governance.
- **Centralized Digital Landscape:** Centralized the digital landscape by integrating data from disparate legacy systems into a unified infrastructure.
- **Master Tenant Consolidation:** Engineered a consolidated “master tenant” through the strategic amalgamation of existing tenants and merged across diverse geographies into a “global tenant”.
- **Enhanced Operational Agility:** Alleviated complexities in IT management, thereby enhancing operational agility.
- **Optimized Collaboration:** Optimized collaboration through the seamless integration of calendars, data, and communication frameworks.
- **Fortified Security Framework:** Propelled organizational advancement while fortifying the security framework of Microsoft 365 assets.

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