M365 MULTI TENANT EMAIL MIGRATION

CUSTOMER

**Customer Name
Claissified**

PRODUCT & SERVICES
- Office 365
- Azure AD Connect
- Exchange Online
- Sophos Mail Gateway

INDUSTRY
Medical Services

ORGANIZATION SIZE
Org1 - Over 30,000 employees in Existing Hospital

Org 2 - Over 2,000 Employees in the New Hospital

COUNTRY
USA

Posted: 05/01/2020
Customer is a NJ, USA based hospital. They acquired a new hospital recently. Both Hospitals were using Microsoft 365 exchange online. Every merger happens to increase the presence and reduce the resource utilization. Microsoft Consulting Services Engagement under Enterprise Agreement. They wanted to keep the same email domain as today, for example ORG1 will use alias@ORG1.com & ORG2 will use alias@ORG2.com.

BUSINESS NEEDS
M365 Email Migration Merger for New Hospital Acquisition.

SOLUTION
G5 Messaging experts designed & implemented the following:
-Added UPN in ORG2 Windows AD as UPN using existing routable UPN.
-Updated ADFS and ADFS Proxy servers.
-Updated AADConnect to sync users with Password write back.
-Assigned users licenses and created mailboxes in ORG1 with onmicrosoft.com Domain email & UPN id
-Start Mailbox Migration for 95% of data of all mailboxes from Org2 to Org1 Exchange Online using 3rd party migration tool.
-Updated Exchange Servers Hybrid to Old ORGs M365 Tenant.
-Removed Email Domain from ORG2 M365 and Added Email Domain in the ORG1 M365.
-Updated UPN Back to @ORG2.com in windows AD.
-Changed ORG2's DNS – MX and Autodiscover to ORG1 M365.
-Connect users to ORG1 M365 Exchange Online
-Migrated remaining 5% to all mailboxes from Org2 to Org1 Exchange Online using 3rd party migration tool in parallel.
-Configured User Management automation for auto user creation, group membership, licensing, permissions, inventory & DirSync to other directories.

BENEFITS & ACHIEVEMENTS
1. Single Sign on for both orgs.
2. Mail Flow routed to the same tenant.
3. Self Service Password Reset Reduced Helpdesk calls.
4. Office 365 licensing and User Management help in recovering licenses and user created with less admins and domain admins.
5. Highly Available Hybrid with Separate Email Flow.
6. Reduced Effort, Modern, & Reliable Infrastructure.

RESULT: HIGHLY AVAILABLE HYBRID & AUTOMATED, EMAIL IN SINGLE TENANT & 2 WINDOWS AD