

CASE STUDY: MIGRATION TO MICROSOFT 365



PACIFIC INTERMEDIARIES & CONSULTANTS



Overview of company.

Pacific is a specialised Marine Insurance Broker. They specialise in insurance products, cargo insurance, claims consultancy, protection and indemnity insurance, and hull and machinery insurance.

Their company consists of around 10 employees and various contractors working remotely. Their client base is world-wide. They are available to their clients 24/7, 365 days a year, to assist with any emergency.



Location

London, UK



Size

5- 10 employees



Industry

Marine Insurance Brokers



Main Services

Azure Migration
Intune Infrastructure
Software Upgrade
IT Support

Challenges faced.

Pacific's offices and working practices had a major shift over 2020 as they moved their work entirely remotely, for the time being.

They therefore needed to make sure all systems were secure across the board, and all client data was protected and compliant with GDPR restrictions.

Meanwhile, Pacific still needed an ad hoc set up that allowed them to jump onto employee machines when required.

The Requirement.

No Problem IT performed an initial audit of their overall IT Infrastructure. They identified improvements that could be made to bring machines and standard business operating systems up to date. This would improve their remote working ability and improve their productivity.

NPIT then provided full consultancy:

- Clearly explained the benefits of updating in terms of efficiency and overall cost saving.
- Advised of the best operating systems to migrate to.
- Advised on updating old machines based on the company requirements and budget.



The bulk part of the requirement was to keep their company and client data confidential, protected and easily accessible – all with remote working. For this, Microsoft Intune and Azure provided them with the best solution.

The Solution.

The first major project was creating the Intune Infrastructure and getting their machines compliant to be joined to Azure.

This required software upgrades to Windows 10 Pro to enable machines to be business compliant. The aim being to provide them with a truly secure network, regardless of the location of the device.

- The migration enabled the security aspect of encryption.
- It also allowed the corporate and personal data to be separate on employee devices, protecting employee's personal data.
- Finally, this solution provided them with the versatility and scalability to grow their own team as well accommodate their expanding client base.

No Problem IT also assisted in reducing Pacific's overall office support costs such as broadband, switch, router, and printers.

Why NPIT?

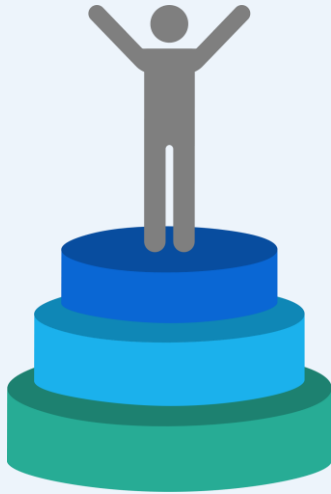
No Problem IT had already been providing reliable IT Support for Pacific since 2009 and had a well-established relationship.

Pacific were provided a fast turnaround from the initial audit to the full consultation and cost analysis.

In addition, No Problem IT was working on other projects with Pacific simultaneously. One such example is the creation of a bespoke database to store and manage Pacific's contact and transactional information.



Results.



All work carried out by NPIT only required a minimal downtime of 1 hour per machine. All Azure policies were created on the backend by the projects team at NPIT for minimal disruption.

Pacific is now fully cloud with an efficient and reliable remote working solution in place. All users have machines that are business compliant.

All projects worked on were part of their Pacific's overall roadmap to improved technology and business success.

“ NPIT provided us with their expertise and assistance in a very efficient manner, making sure that our devices are secure and reliable, no matter our location and mode of work. The team took on board our requirements and provided us with a solution that fits our needs.” Sarah, Claims Handler.

Ready for Remote Working peace of mind? We can help!

Contact No Problem IT to find out more about migrating to Microsoft 365.

We will support your efforts to protect your data, and enable a productive and effective remote team.