

Microsoft 365 Enterprise-wide Implementation for a Major European Multilateral Development Bank

Business drivers

This case study will be of interest to senior IT executives and business leaders in large organisations facing Microsoft 365 (M365) implementation challenges blocking their organisation's realisation of M365's ubiquitous-working collaborative, communication and low capital investment benefits.

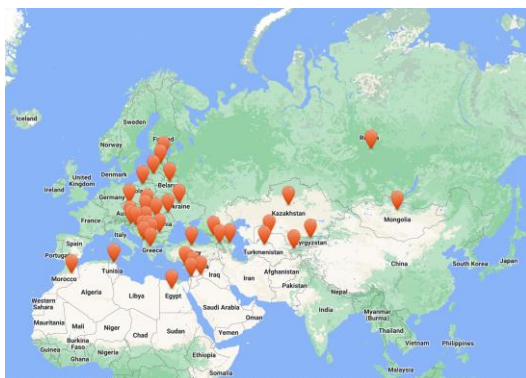


M365 with a vision statement that 'Microsoft 365 technology will enable us to work from anywhere, with anyone, at any time'. Phase one was a project to deploy M365 foundational services (Exchange online, archived email, Teams and data migration to One Drive for Business and SharePoint) all at once, enterprise-wide, to all the bank's 3,700 users.

Although the bank's M365 platform had been successfully built on the Microsoft Azure cloud, the programme's first phase was running out of budget as it had been stalled for a several months with technical challenges, unresolved defects blocking deployment, and generally ineffective programme management.

Client

Our programme sponsors were the IT MD, the IT Infrastructure & Operations Director and the MD for Financial Institutions of a European Multilateral Development Bank based in London, UK, owned by seventy-one countries, the European Union and the European Investment Bank, operating in thirty-eight countries in Southern and Eastern Mediterranean, Central and Eastern Europe, and Central Asia.



Client situation

Our client had initiated a multiyear, £10 million programme, comprised of two phases and three projects to implement

What we provided

We provided an IT consultant with extensive experience of delivering complex infrastructure, cloud and digital transformation programmes. He conducted a programme assessment, restructured it into an agile cadence, obtained approval for an additional £1.5M of funding, fulfilled a number of resource capability gaps and developed a product roadmap with incremental service releases.

Programme outcome

Exchange online, archived email, One Drive and Teams were successfully rolled out to 3,770 users bank-wide – an early adopter home and shared data migration phase was completed for thirteen teams and 205 users in preparation for full bank-wide data migration to all remaining users.