LEADING A GLOBAL CLIENT THROUGH ORGANIZATIONAL CHANGE MANAGEMENT

THE CLIENT
A global organization with thousands of employees.

THE CHALLENGE
The client’s strategic decision to improve operational efficiency and drive down costs while building a hybrid, flexible, return-to-office model required a move of 180TB of data to Microsoft® OneDrive for Business™ or Microsoft SharePoint Online™. Development and execution of an organizational change management (OCM) effort for thousands of employees on a tight deadline was also imperative to the success of the major undertaking.

THE SOLUTION
The Sirius Digital Experience practice and MessageOps, the Microsoft Cloud division of Sirius, teamed up to perform content inventories and map content from an existing environment to new Microsoft locations. Afterward, Sirius developed and executed an OCM effort that mitigated any disruptions. The quick-turn project was completed months ahead of license renewal for the client’s former cloud content management and file sharing service.

THE BENEFITS
• A successful OCM program was implemented that changed the daily work processes of the organization’s employees yet was positively received by employees with no disruption to the business
• Improved operational and collaboration efficiencies were achieved at lower costs compared to the former vendor
• Supported a strategic initiative for the flexibility and adaptability the organization needed for its hybrid, flexible return-to-office business model
THE DATA MIGRATION AND ORGANIZATIONAL
CHANGE MANAGEMENT PROJECT

In 2020, the Sirius Digital Experience practice was selected to spearhead a global organization’s large-scale data migration/OCM project. This project included shifting 180TB of data from another cloud content management and file-sharing vendor to either Microsoft OneDrive for Business or Microsoft SharePoint Online. Most employees’ files would move and how they store and share files of all types would also change.

For the project, Sirius formed a team of experts, including experts from the Sirius Digital Experience practice and MessageOps, to execute a large-scale change that would alter the daily work of thousands of employees in the organization. Sirius began by deploying an OCM team comprised of a lead OCM consultant, a communications manager as well as business analysts.

The project required communication and documentation of all migration processes impacting the employee experience—including how business processes would change and how content would be accessed post-migration. Sirius created critical communications and training plans that needed execution before completing the move to the new environment to avoid disruption. The work began with mapping content. Afterward, the team developed and implemented the OCM calendar to educate employees about how it would impact their day-to-day activities. This team included Sirius resources with the appropriate domain, technical and process expertise to support the project scope, including:

- Cloud file sharing
- Data analysis
- End-user communications
- Microsoft Excel™
- Power BI dashboard
- Project management
- Support for migration-related issues
- Teams and email management
- Training

In previous years, Sirius worked closely with the client on major successful projects to improve operational efficiencies and lower costs—projects that included major investments in Microsoft technologies, including Microsoft Azure™.
THE RESULTS

Throughout the migration, disruptions were mitigated to the end-user communities so that business could continue as usual. Efficiencies resulted after the content inventories and mapping exercises were completed, and the end-user experience improved as the community leveraged a singular Microsoft platform for their collaboration needs.

ABOUT SIRIUS

Sirius is a leading national solutions integrator focused on helping organizations transform their business by managing their operations, optimizing their IT, and securing it all. With over 2,600 employees, multiple offices across the U.S., and a team of experts with more than 5,500 professional and technical certifications, the Sirius team specializes in Digital Infrastructure, Security, Cloud, Managed Services, and Business Innovation (Digital and Data). Sirius solutions are built on proven technologies from top strategic partners, and delivered by the brightest minds in the business.

MessageOps, the Microsoft Cloud division of Sirius, is an award-winning Microsoft Gold Cloud Competency Partner that assists clients with migrations to Microsoft 365 and Azure environments and post-migration consumption and adoption. MessageOps strives to enhance clients’ experience by offering great tools, training, services and software that extend the functionality of their Microsoft investments. Contact us today to schedule a discussion of your needs.