

Livtech helps ACME Healthcare migrate MSFT Exchange to Office 365 Cloud

ACME Healthcare is one of the largest independent, physician-owned medical clinic groups in the northwest. With 25 locations, 1100 employees, its medical facilities offer lab work and imaging, clinical research and trials, and specialized patient care.

The Challenge

- IT team was stretched thin, spending too much time maintaining outdated on premise Microsoft Exchange servers and resolving support tickets
- Company email was at risk due to Exchange Servers being out of support and EoL
- ACME didn't have a reliable MSP to migrate to the cloud and manage over 800 MSFT licenses

The Solution

- Livtech was able to identify the challenges and pain points during their discovery process and asked our strategic partner, RapidScale, to assist
- Livtech worked with RapidScale to build out and provide Office 365 for roughly 1000 users, which included 250 licenses for Business Premium, 400 licenses for E1, and 300 licenses for Business Essentials
- Along with email, the medical group received the latest versions of all the Microsoft Office applications and enhanced tools for workflow and employee collaboration
- These licenses included Microsoft Teams, which combines chat, video conferencing, and file sharing into one platform

The Result

- RapidScale migrated their on prem Exchange servers to Office 365
- Reduced Exchange support tickets by 47%
- Saved ACME \$55,000 YoY on PS and Installation
- Migration plan included 1000 users from a premise based Exchange environment to the Office 365 Cloud, without any downtime

One key differentiator was the fully managed services that took out all the guesswork around migration and management. While a competitor in the deal was going to charge them additional fees for management and migration of their email ecosystem, Livtech provided the organization with professional migration services at no extra cost. Livtech also provided end-user support for over 1000 employees with a 99.5% SLA and industry-leading response times. As a result, the team was confident in relying on Livtech and RapidScale to resolve any support issues.