# World renowned airline integrates subsidiary business to core Microsoft 365 tenant with Insentra and Quadrotech

Globally recognised Australian airline wanted to further integrate their subsidiary business by moving them into the core Microsoft 365 tenant. As the subsidiary airline already utilised Microsoft 365, this involved a Tenant to Tenant migration.
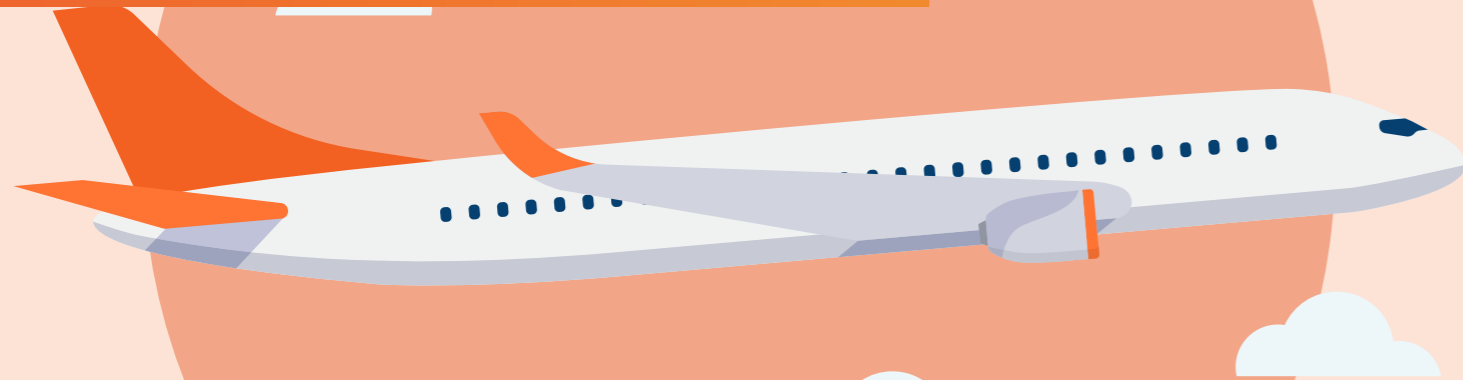
Using Insentra's experience with migration projects and Quadrotech's feature rich Cloud Commander migration tool, all of the subsidiary's users including a 24/7 critical operations centre (keeping planes in the sky) were successfully migrated to a new tenant with no downtime or data loss.

THE PROBLEM

Both airlines were in the middle of a multi-million-dollar cost saving exercise focusing on consolidation and process improvements. The airlines were operating in two separate Office 365 tenants, causing challenges around collaboration and system integration. In this scenario a Tenant to Tenant migration to consolidate the two arms of one business, similar to a Merger or Acquisition needed to be completed. The airlines were also under significant time constraints to complete the consolidation in order to afford cost savings and align with other infrastructure projects, all the while ensuring their mission critical services remained up and running.

The major airline had several strict operational and regulatory conditions, including requirements for certain mailboxes to be available to send and receive messages 24/7. By working closely with the customer, Insentra were able to commit, with a high level of certainty, that we would be able to meet these requirements during the migration.
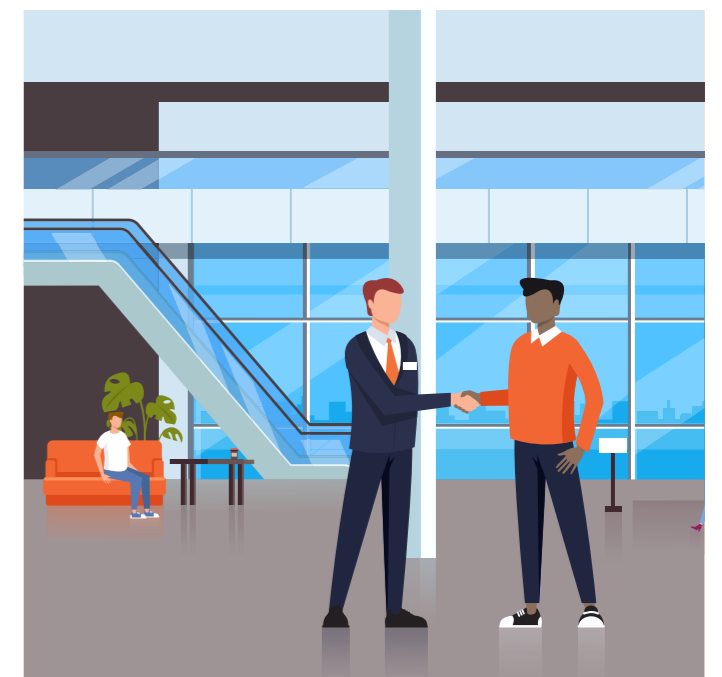
INSENTRA'S APPROACH

Using our defined methodology for delivering Tenant to Tenant migrations, Insentra delivered a staged migration of email and data to minimise risk and ensure stability of both airline's environments. Insentra worked with Data#3, the airlines' IT partner, to plan the migration from start to finish, providing a migration strategy document which outlined the considerations, steps and success criteria for the migration.

Insentra leveraged Quadrotech's purpose-built tenant to tenant migration toolset 'Cloud Commander' for this project to ensure it was delivered via a robust and streamlined process. The toolset migrates Email, OneDrive, Teams and SharePoint data extremely quickly and uses a fully-fledged automation engine to complete tasks and ensure risk is minimised.

COLLABORATION

Insentra have a long-standing relationship with both Data#3 (the airlines IT partner) and Quadrotech (the chosen toolset vendor). Insentra and Quadrotech were a perfect fit in Data#3's larger engagement to ensure both airlines consolidation across a wide variety of infrastructure. Insentra's specific tenant to tenant migration experience and vendor relationship helped plug this vital gap.

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THE OUTCOME

Insentra migrated the subsidiary businesses users and data to the core tenant with no downtime for the critical mailboxes and no loss of data. This has allowed the major airline to manage all their users in a single Microsoft 365 tenant, reduce duplication, and provide consistent policies across their organisation.

The main outcomes driven by the project were:

1 Cost and time savings

Operating two separate environments means administrator overheads and additional costs. A consolidation made perfect sense to ensure the effort required to maintain the environments was reduced

2 Smarter collaboration

Operating in a single tenant allows users to collaborate more efficiently in products like Teams, SharePoint and OneDrive and in a more secure manner without having to manage things like guest access or multiple accounts

3 Streamlined processes

Now all users are in the same tenant, it's possible to implement things like PowerApps or other automation solutions to help optimise business processes

LESSONS LEARNED

Tenant to Tenant projects are invariably complex engagements - much consideration needed to be given to the change management aspect of the migration to ensure the business stakeholders and Data#3 were kept well informed. To ensure this was communicated effectively, Insentra developed a "gotchas'" document to assist with the issues which arose during the migration, including things like permissions, sharing, link expectations, end-user client experience and much more.

Every project is a learning opportunity for Insentra, and we take our experiences very seriously, feeding them back into the business as required so each subsequent project brings forward the learnings. On this project specifically, we had large archive mailboxes to consider, which were very slow to migrate due to Microsoft 365's own limitations. Insentra and Data#3 involved both Microsoft and Quadrotech at this stage of the migration to assist in remediation, which helped set and manage expectations with both airlines from the offset.

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