



Migration for Healthcare Insurer for 90,000 End-Points

A New Era Technology Project Highlight

Overview

A Fortune 500 Healthcare Insurer engaged Microsoft and New Era Technology to migrate mail objects from internal infrastructure of multiple acquisitions from the past to Exchange Online multi-tenant. Beyond the standard challenges of healthcare services requiring no downtime, the project was implemented while the organization was a key player in COVID-19 response.

Solution

It was critical the client was able to support its network of health plan providers without interruption. A variety of business, technical, regulatory, infrastructure, and real-world constraints required prioritization to schedule and migrate accounts while minimizing disruption. New Era planned, designed, built and maintained databases, schedules, executed migration communications, while monitoring and responding to inquiries received by the project mailbox. Other accomplishments included conducting daily coordination, meetings, reporting, and go-live activities, tracking object readiness and migration status, and provided tailored reporting for all project teams and stakeholders.

Outcome

Goals achieved included migrating all objected hosted in Exchange On-Premise to Exchange Online, and migrating all mailbox archives hosted locally to Exchange Online. This service enabled the client to understand where each object stood specific to readiness and which blockers existed to prioritize activities. The client is now enabled to experience standardized methodology for reporting, tailored information to allow each group to focus on action items, and information that is received daily for accurate reporting statuses.

Want to learn more about this project or solution?

Call us at 877-696-7720 or visit [neweratech.com/us/contact-us](https://www.neweratech.com/us/contact-us).

