

Case Study

Streamlining Operations with a Unified Office 365 Environment

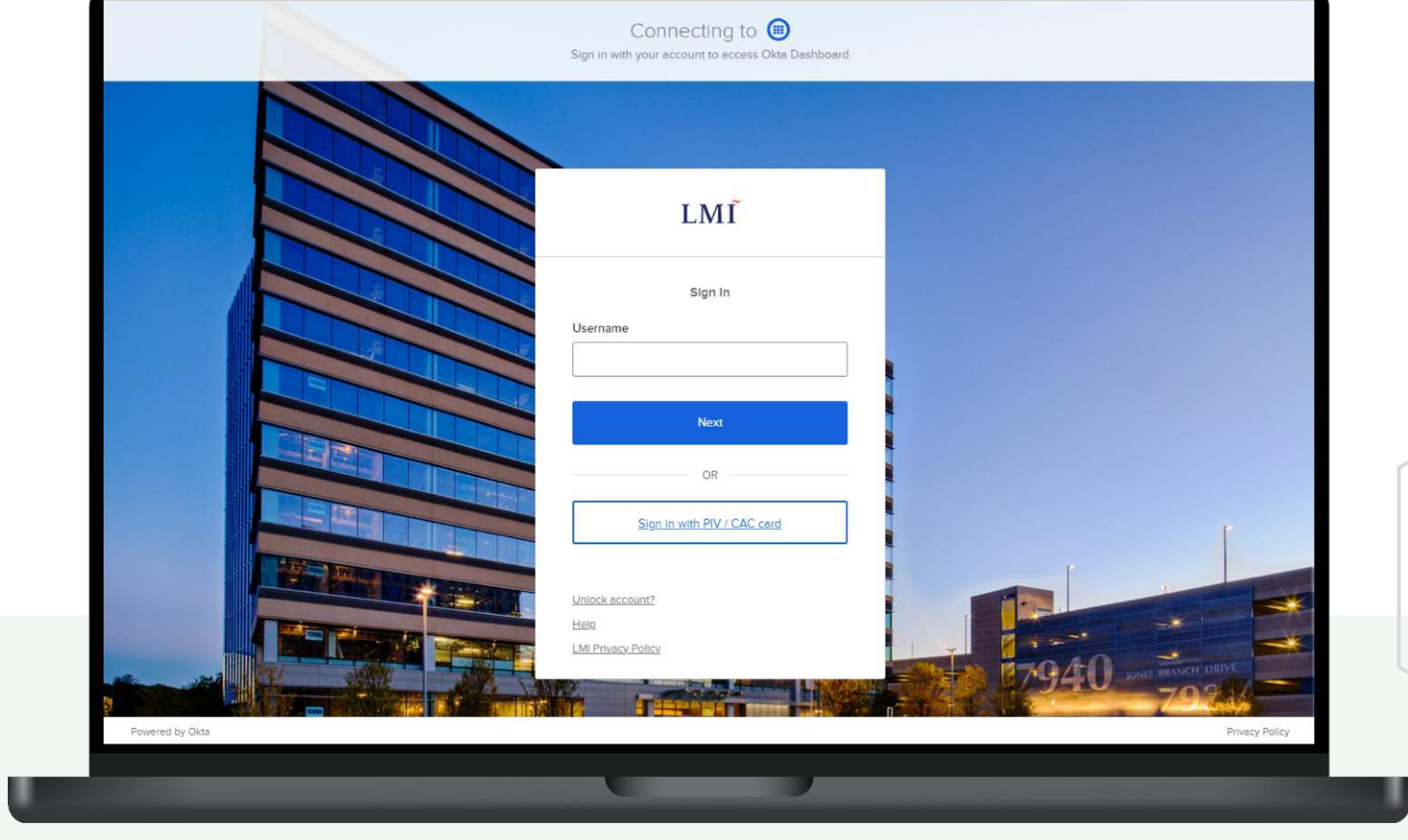


The Customer

And Their Challenge

The **Logistics Management Institute (LMI)** is a nonprofit consulting firm dedicated to improving the management of government. Founded in 1961, it primarily serves federal civilian agencies, the Department of Defense, and state and local governments. LMI provides expertise in logistics, supply chain management, information management, and other areas critical to government operations. Their services include consulting, research, analysis, and implementation support to help government agencies improve efficiency, effectiveness, and innovation in their operations. However, **they encountered a pressing challenge that hindered the efficiency of their own internal operations.**

Their primary issue revolved around the **integration of Okta with Office 365, as users faced the inconvenience of logging in multiple times across various platforms.** LMI urgently needed a solution that would provide seamless single sign-on (SSO) capabilities, enabling users to access their applications effortlessly. They also needed assistance migrating their existing SharePoint environment to a modern instance while ensuring seamless integration with their existing systems and minimizing disruption to ongoing operations. **LMI sought the expertise of i3Solutions to address these critical challenges.**



The Solution

Migration and Single Sign-On Upgrade

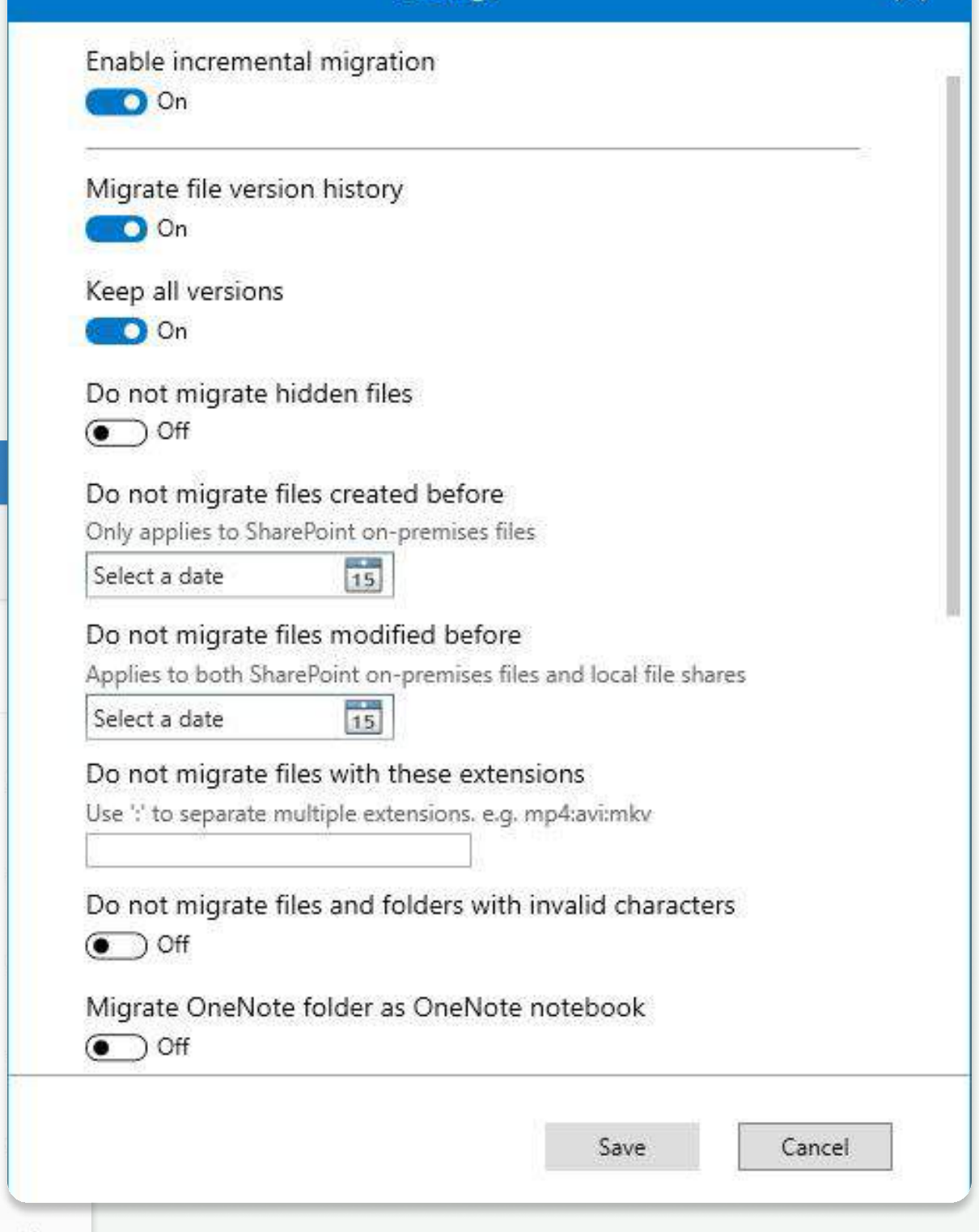
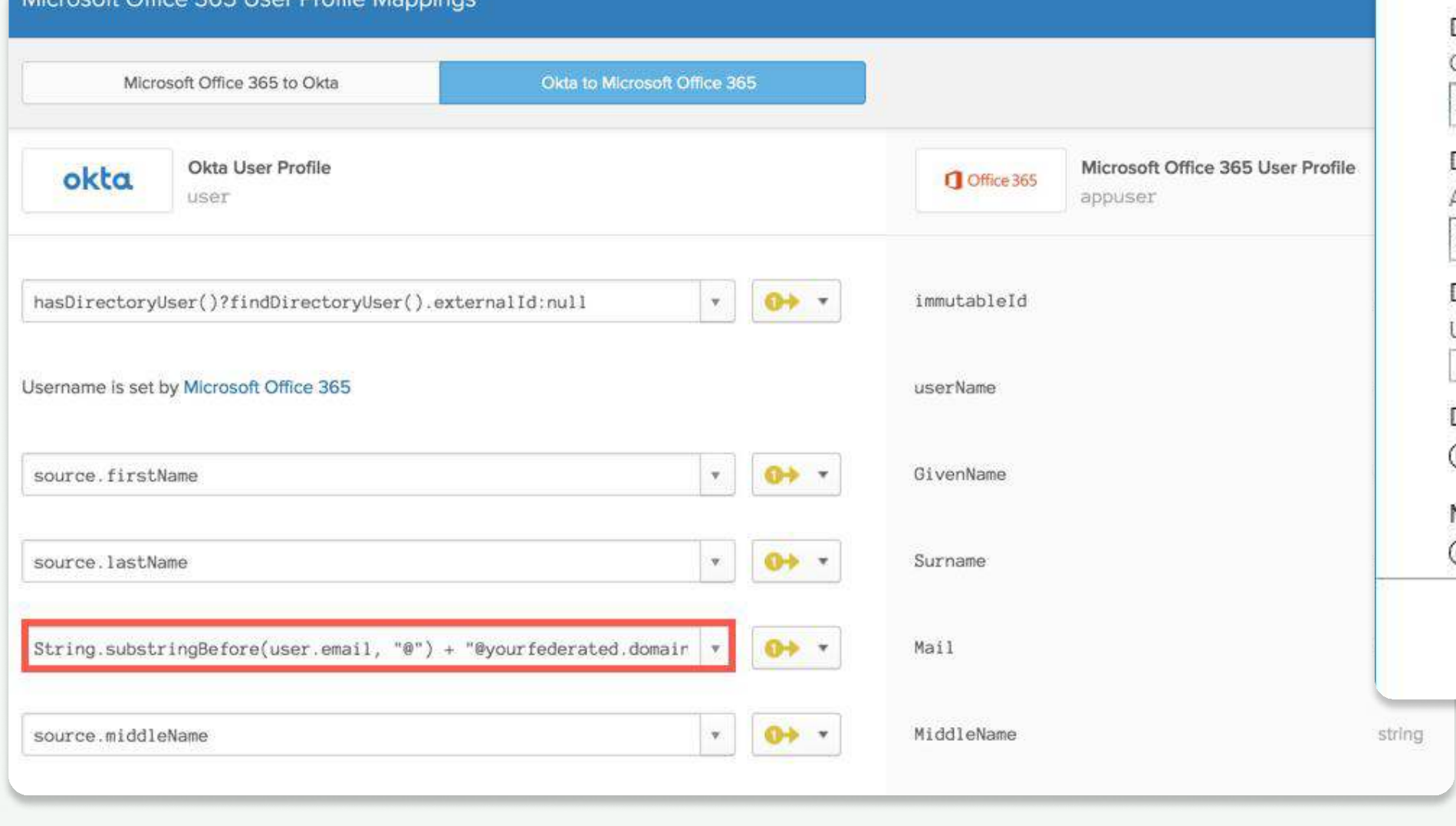
In response to LMI's multifaceted challenge, i3Solutions devised a comprehensive solution that **involved migrating several existing SharePoint sites into a consolidated Office 365 environment.** This intricate process also included integrating **Okta** seamlessly within the **Office 365** ecosystem and creating a tailored landing page to streamline visibility for users.

In the planning phase, i3Solutions generated comprehensive usage reports to gain insights into LMI's existing SharePoint environments. These reports played a crucial role in decision-making, allowing i3Solutions to identify critical aspects such as site usage patterns, content relevance, and potential areas for optimization. This data-driven approach ensured that the migration strategy aligned with LMI's specific needs and requirements.

In addition to this, i3Solutions also leveraged Business Process Management (BPM) to identify, streamline and optimize workflows, ensuring that the migration not only preserved, but enhanced the efficiency of LMI's business processes. By integrating BPM into the planning phase, i3Solutions was able to align the migration strategy with LMI's operational objectives, driving both immediate and long-term value.

To minimize migration complexities, i3Solutions implemented a strategic approach to retire and archive older sites. This involved identifying and categorizing sites that were no longer actively used or essential to ongoing operations. By retiring and archiving such sites, i3Solutions streamlined the migration process, focusing on the transfer of relevant and current data to the new SharePoint environment.

LMI's SharePoint infrastructure was comprised of multiple farms running diverse web applications, ranging **from SharePoint 2010 to SharePoint 2013.** Recognizing the importance of uninterrupted access to these applications, i3Solutions meticulously planned a systematic migration strategy. Initially, all applications were migrated to a single 2016 SharePoint farm before being transitioned to the SharePoint Online environment.



To facilitate the Okta integration and enhance the overall user experience, i3Solutions implemented **Site Collections, Hub Sites, and Office 365 groups based on Microsoft's recommendations** for the new environment. Usage reports were generated, and a strategic approach to retiring and archiving older sites was adopted to minimize migration complexities. By capitalizing on direct content database migrations between SQL Servers and employing the ShareGate migration tool for smaller sites, i3Solutions ensured a seamless transition.

The newly implemented solution not only resolved LMI's single sign-on challenges but also introduced a custom landing page. This crucial addition to LMI's digital landscape, lists all relevant projects for each user, offering a streamlined and personalized experience.

The architecture also incorporates Hub Sites to restructure LMI's web applications framework, enhancing accessibility and streamlining navigation for users across various platforms.

In response to LMI's multifaceted challenge, i3Solutions crafted a holistic solution that not only migrated existing SharePoint sites into a consolidated Office 365 environment but also addresses critical operational needs with precision and efficiency. Through meticulous planning and strategic execution, **i3Solutions seamlessly integrated Okta within the Office 365 ecosystem,** streamlined user visibility with a customized landing page, and optimized the SharePoint infrastructure for enhanced accessibility and navigation. By leveraging cutting-edge technologies and a tailored approach, i3Solutions exceeded LMI's expectations, ushering in a new era of efficiency and effectiveness in their digital landscape.

Technologies

Used in the Solution

Okta

Okta, a leading identity management platform, played a pivotal role in resolving LMI's challenge of multiple logins. i3Solutions seamlessly integrated Okta into the SharePoint environment, providing users with a unified login experience. By leveraging Okta's capabilities, users gained the ability to access multiple applications with a single set of credentials, streamlining their workflow and significantly improving the overall user experience.

Office 365 Groups

To optimize the new SharePoint environment, i3Solutions implemented **Site Collections, Hub Sites, and Office 365 Groups.** Site Collections organize and manage related sites efficiently. Hub Sites were strategically used to restructure the framework of LMI's web applications, providing a centralized and connected experience. Office 365 Groups facilitate collaboration, enabling users to work together seamlessly within their designated groups.

SharePoint

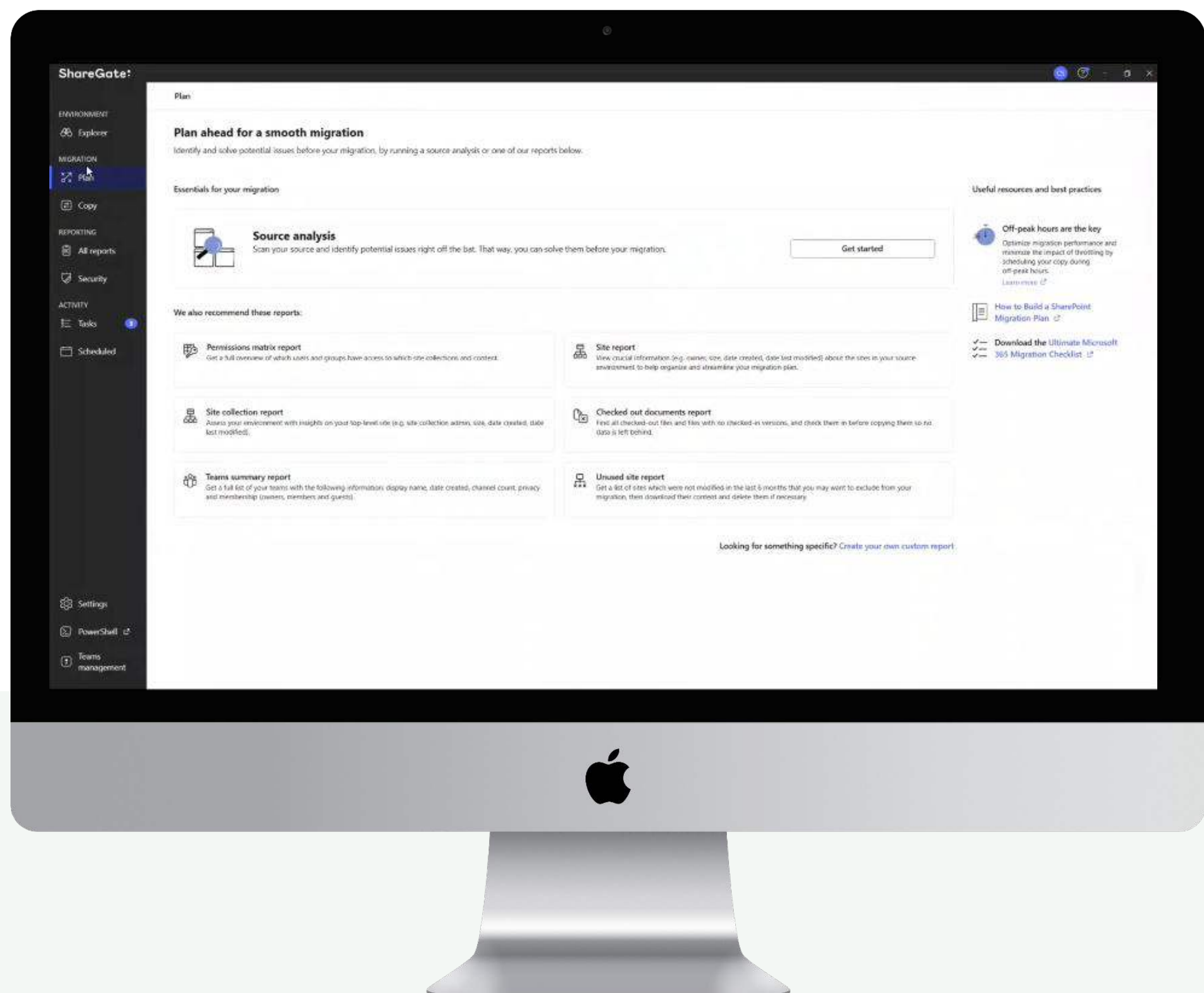
SharePoint is designed to facilitate collaboration, document management, and information sharing within organizations. i3Solutions strategically migrated all applications to a single SharePoint 2016 farm before transitioning to the final destination – SharePoint Online. This approach ensured a phased and controlled migration, minimizing downtime and disruptions to LMI's operations. SharePoint Online provides LMI with enhanced flexibility, accessibility, and additional features for content management and collaboration.

ShareGate:

i3Solutions employed the **ShareGate** migration tool for smaller SharePoint sites within LMI's infrastructure. This tool facilitated efficient content migration, ensuring that smaller sites were seamlessly moved to the new environment with minimal manual intervention. ShareGate's capabilities in handling data transfers, site restructuring, and maintaining data integrity contributed to a smooth and reliable migration process.

Microsoft SQL Server

SQL Server is a relational database management system designed for storing, retrieving, and managing data across various applications and platforms. The migration to SharePoint 2016 was handled with direct content database migrations between SQL Servers ensuring a seamless transition of LMI's data and content.



Measurable Benefits and Business Impact

Minimized Downtime

i3Solutions' meticulous migration strategy minimized downtime during the transition, ensuring uninterrupted access to vital applications for LMI employees.

Reduced Migration Complexities

i3Solutions' strategic approach to retiring and archiving older sites minimized migration complexities, contributing to a smoother transition to the new SharePoint environment.

Increased Cost Savings

The move to SharePoint Online eliminated the overhead of managing numerous machines, resulting in cost savings and streamlined maintenance efforts for LMI.

Enhanced User Productivity

Originally designed to enhance project visibility, the custom landing page became an integral feature across LMI's SharePoint environment, providing users with swift, personalized navigation. The integration of Okta-enabled SSO significantly reduced multiple logins, streamlining application access and boosting overall productivity.

Improved Content Control

The enhanced tools available in SharePoint Online empower content managers with greater control over sites and applications, leading to a significant reduction in the number of service requests directed to the SharePoint support team.