



Case Study

Technical Support O365 Migration

Contract Description:

Experienced technical support resources were needed by a global leader in Air Traffic Flow Management to support their growth, their move to new facilities and their out-of-date IT customer support processes. The existing IT group were fully consumed by their regular development and support duties. In addition, the client needed guidance in the development of standard support practices as well as migration to Microsoft Office 365.

Roles and Responsibilities:

Centurion was engaged to provide senior resources with extensive background in server move planning, development and execution of on-site backup procedures, O365 migration, environment setup, and technical support experience. These resources also had extensive capabilities in tier 1 support and implementation of a comprehensive ticketing system.

Outcome:

Centurion's engagement led to a successful move to the new site, migration to Microsoft O365, and improved IT support capabilities, including asynchronous chat and screen sharing options. Additionally, there is now a more robust trouble tracking system increasing customer satisfaction.

Technologies:

Standard Microsoft Office products, Linux & VM-ware code editors, Fuze screen sharing software, Jira, Confluence