

## A CASE STUDY

# WORKSPACE TRANSFORMATION & MANAGED END-USER SUPPORT SERVICES

*For a global Specialized Student Information System (SIS) Software*

## ABOUT CUSTOMER

A specialized Student Information System (SIS) software provider with regional products and a global SaaS offering serving more than 200 customers across Europe and North America. These products specialize in mid-market higher education institutions who are seeking to modernize the student journey from inside out.

## STRATEGY AND OBJECTIVES

- As part of the business divestment process, the SIS products were acquired by a PE necessitating separation of both IT and customer facing applications and infrastructure.
- Plan, design and migrate customer facing commercials workloads on Azure and on-premises Enterprise applications to new Azure subscriptions and regions.
- Post migration, setup end-to-end Managed IT Infrastructure and Security management services.

## ENABLER

- Design and deployment of AD (PROD/UAT/DEV/QA) Environment
- Discovery, planning and design for the M365 platform and data migration done
- Implemented Intune Autopilot along with MDM/MAM policies
- Defined and deployed Patch Management solutions for Servers and End user devices
- SharePoint Platform designing (Sites, policies, Security) and tenant to tenant data Migration for 40+ sites

## DIGITAL WORKSPACE DELIVERED



Consulting led approach to plan, design, and migrate in a demerger. Roadmap for Infrastructure Stability and Enhanced Security with Latest Technologies



Timely migrations leveraging automated deployment to meet customers' Go-Live as planned



Intune introduction to the environment as MDM, MAM, and MEM solution to centralize device management and security



Value Added and Transformation Services in Device, End User and UM environment

## ABOUT HAPPIEST MINDS

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/augmented reality, etc. Positioned as 'Born Digital . Born Agile', our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, edutech, engineering R&D, hi-tech, manufacturing, retail and travel/transportation/hospitality. A Great Place to Work-Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia and Middle East.