Delivering a seamless Microsoft 365 migration

Webexpenses, Oxfordshire

Migrating between different providers presents many challenges, but Webexpenses reached out to OX IT Solutions and Proximitum to ensure a smooth transition which avoided data loss.



OX IT Solutions Ltd

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Project Brief



As a global software provider supporting finance teams worldwide, reliable internal systems are critical to Webexpenses' day-to-day operations.

Founded in 2000, Webexpenses supports more than 2,000 finance teams and 300,000 users across 70 countries. That scale leaves little room for error when making changes to internal systems.

Migrating between different providers presents many challenges, and the desire to change from Google to Microsoft 365 was no different.

Based in Witney, Webexpenses reached out to fellow Oxfordshire-based OX IT Solutions, working in partnership with Proximitum, to handle the migration and ensure a smooth transition.

Webexpenses had been using Google Workplace for their internal workplace solution, using Google Mail and Google Docs for everyday, internal tasks.

The goal was to migrate to Microsoft 365, a more widely used platform and one that was already familiar to the majority of staff.

In the past, Webexpenses had experienced significant challenges during software migrations, including data loss and issues with email delivery, making reliability a top priority.

Chris Cope, Head of Managed Service at OX IT Solutions, said: "Webexpenses just wanted peace of mind. They didn't want any data loss; they didn't want any issues during the migration and they wanted a short cutover time.

"They just wanted a smooth project and so they got in contact with OX IT and Proximitum to provide it for them."

The Solution

Webexpenses purchased the licensing for Microsoft 365 from OX IT Solutions, who in turn called upon Proximitum to lead a project team and support the migration of their data and emails.

The combined expertise of OX IT Solutions and Proximitum gave Webexpenses complete confidence that risks would be avoided and that the migration could be delivered with minimal downtime.

Chris said: "The main risks when moving from Google to Microsoft for email, for data and for everything else is data loss and email delivery.

"You really need to make sure that all your data is accounted for and email delivery is one that used to be a an issue back in the day, but these days it's quite simple to achieve without any issues."

During the implementation, some challenges arose. These were quickly identified and resolved by the Proximitum team during the pilot phase.

"We had a pilot phase where we discovered issues with data," Chris said. "We discovered issues with email too, so we decided to use a third-party tool for email.

"With the data, we overcame the challenges after fixing permissions issues and after the pilot phase, we implemented those changes and the rest of the project went smoothly."





The Benefits

Since moving to Microsoft 365, productivity across the Webexpenses team has increased. Staff familiarity with the system has helped to ensure that, but the peace of mind that OX IT and Proximitum are on hand to tackle any issues that may arise has filled the workplace with confidence.

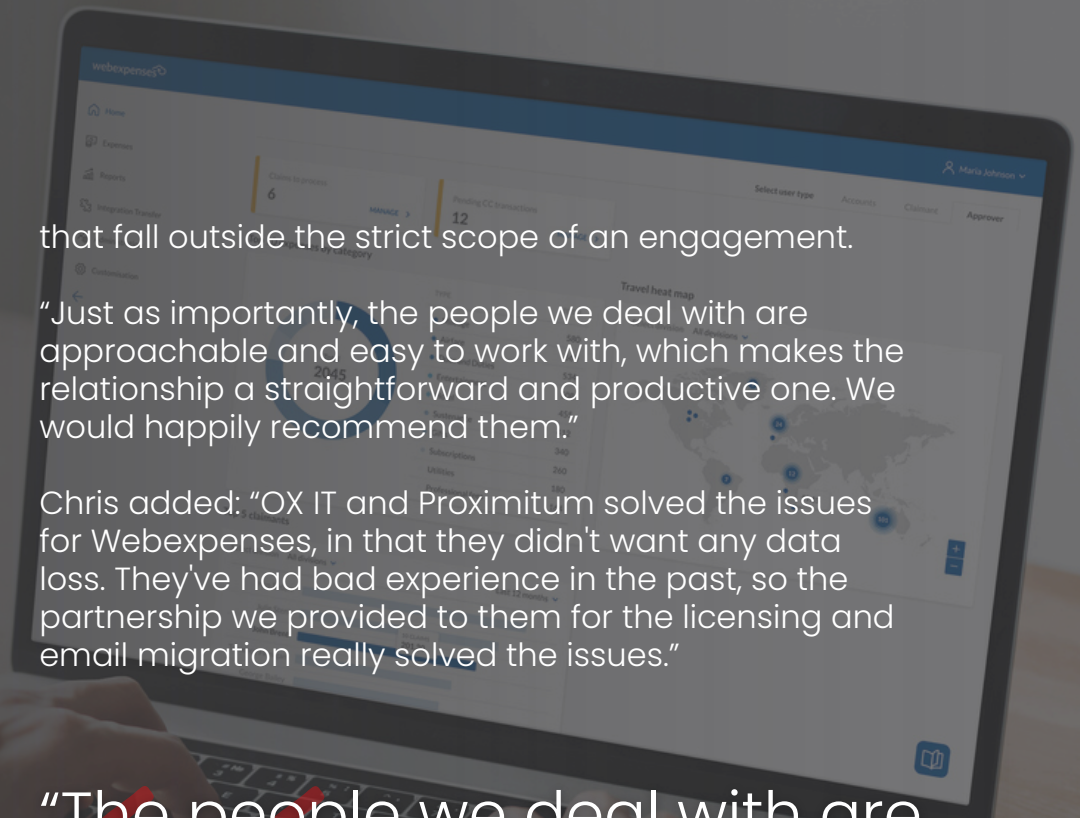
After the migration, OX IT Solutions and Proximitum continued to support Webexpenses, ensuring the new Microsoft 365 environment was fully embedded across the business.

The team provided ongoing support and guidance, helping Webexpenses' internal IT team build confidence in managing the new tenant and resolving any issues quickly. This approach ensured a smooth handover, with the reassurance that expert support remained available whenever it was needed.

Hugh MacLeod, Vice President of Engineering at Webexpenses, said: "Our experience with OX IT has been consistently positive. We engage them for both software licensing and consultancy, and they have delivered well across both. They are highly responsive, work to our timescales, and are always willing to step in and assist wherever needed including on requests that fall outside the strict scope of an engagement.

"Just as importantly, the people we deal with are approachable and easy to work with, which makes the relationship a straightforward and productive one. We would happily recommend them."

Chris added: "OX IT and Proximitum solved the issues for Webexpenses, in that they didn't want any data loss. They've had bad experience in the past, so the partnership we provided to them for the licensing and email migration really solved the issues."



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> *Hugh MacLeod, Vice President of Engineering, Webexpenses*

Contact Us

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