

Managing a mammoth migration for a global manufacturer



At a glance:

Client: ASMPT

Date: June 2022

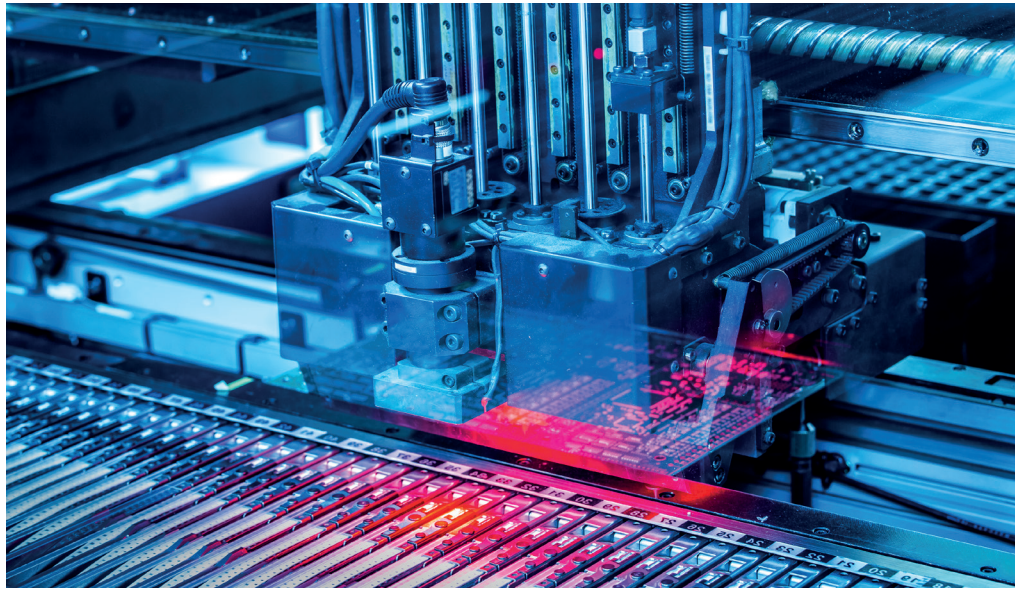
Industry: Manufacture

Location: 30 countries and territories worldwide

Services provided: Migrating all users into a single Microsoft Office 365 tenant, supported by ongoing managed IT service and support

Number of users: 15,000

SMTP domains: 39



The client:

ASMPT is the leading global supplier of electronics manufacturing and semiconductor process equipment. Founded in 1975, the company is on a mission to enable the digital world. ASMPT has been continuously developing and transforming itself – from a machine supplier to a complete end-to-end solutions supplier supporting the smart integrated factories of their global customer base.

The need:

With a presence in 30 countries and territories around the world, ASMPT is split into two key segments: the Semiconductor Solutions Segment and the SMT Solutions Segment. ASMPT did grow organically as well as through series of strategic acquisitions which led to the fact that.

A wide and varied range of IT platforms and approaches had been in use and ASMPT's global systems were fragmented. Communication between departments and teams was difficult, and this had a knock-on effect on the efficiency of the business.

It was at the start of 2019, when the SMT department was on the cusp of introducing Skype functionality to its 3,500+ staff, when the SMT's Segment CEO, Mr Guenter Lauber, who also holds the position of the Group's Chief Digitalization Officer raised the question: "Why Skype? Why not Microsoft Teams?".



As a team, we're good at knowing what we know but not so good at not knowing what we don't know – and right now that's an awful lot! With our new, shiny unified tenant comes the need for new processes and ongoing change – such as high-level compliance reporting. It's vital that everyone understands their new role, and Nero Blanco's ongoing support plays a big part in this as we move forward. We couldn't have done this without them."

Ian Bleazard

Senior Director – Infrastructure and Analytics

Agreed deliverables:

- First wave migrating 10,000 users from two main entities into a single Microsoft Office 365 tenant
- Discovery and Design
- Tenant and Identity Preparation
- Identity cutover
- Exchange Hybrid
- Migration of Exchange and Public Folders
- Rationalisation and Tidy up (BAU support/Removing ADFS unused/Remove Exchange Hybrid)

The need (continued):

The question kickstarted a new discussion on the benefits of a single-tenant vs multi-tenant led organisation across the wider ASMPT Group, and the ultimate decision: a single-tenant structure provides us with a unified, single collaboration entity.

This wasn't a decision to be taken lightly. With over 14,000 users spread around the globe, uniting ASMPT into a single Microsoft tenant would be a significant undertaking. Where to begin?

The solution:

Nero Blanco began working with ASMPT back in 2017, when the business was engaged to migrate Domino Mail to Outlook. The process enabled Nero Blanco to understand ASMPT's business drivers and goals, and to establish a relationship as a trusted partner.

Combining this with the team's reputation for collaboration, and for streamlining complex IT for global corporations, the IT specialists were the obvious choice to implement and manage this migration.

The global project kicked off in May 2019, and continued despite various Covid-19 lockdown scenarios.

Managing ASM's mega-migration encompassed five key phases:

1. Scoping and creating a single tenant for the semiconductor business
2. Migrating the SMT and SEMI Segments into this single tenant
3. Migrating on-prem mail to cloud-based Microsoft Office 365
4. Launching Teams throughout the organisation

Extend your IT team with Nero Blanco

Imagine what it's like to have Nero Blanco's expertise and experience on tap – when and where you need it.

Your internal IT team do a good job of day-to-day helpdesk provision and occasional larger projects, but you could really use a strategic partner to handle more complex plans, to ensure you're leveraging the best that Microsoft has to offer, and to keep your organisation running smoothly.

If you'd like us to handle your mega migration from on-prem servers to the cloud – or you're looking for reliable and proactive ongoing support – [get in touch](#). We'd love to talk you through the ways in which we can help.

The benefits of working with Nero Blanco:

- **Flexible service:** a fresh approach to IT that's designed around your business
- **Technical expertise on tap:** no more struggling with IT challenges
- **Responsive and fast:** we're there when you need us
- **Affordable solution:** a cost-effective way to outsource your IT function
- **Fully scalable:** increase your level of support as your business grows
- **Reassurance:** we make complex things simple
- **Peace of mind:** with over 50 years of combined experience, there's not a challenge we haven't overcome

