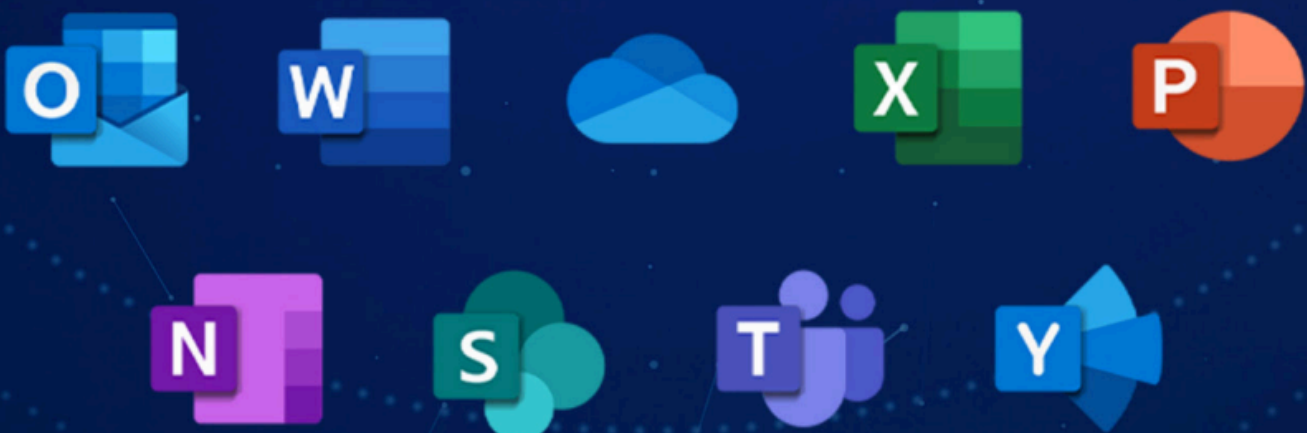


TRANSPUTEC

**MANAGED SERVICE
TRANSITION AND
MICROSOFT 365 MIGRATION
FOR TEAM SAVANTE GROUP
UK LIMITED**



CASE STUDY

THE CUSTOMER

Team Savante Group UK Limited is a global risk management company with over 17 years of successful operations worldwide. They offer intelligence, security, investigations, and crisis management services to clients across various sectors.



“Transputec is our trusted partner every step of the way. Their expertise, responsiveness, and commitment to our success make them an integral part of our team.”

TSG Partner



THE CHALLENGE

Team Savante Group UK Ltd (TSG) had their operations headquartered in Canada with an existing managed service partner (MSP) also based in Canada. They sought to move their operational base to the UK and engaged with Transputec as their UK-based managed service provider to transition all services from their incumbent provider. This included the migration of their websites, Microsoft 365 tenant, licensing, and all user support services.

TSG were looking for a seamless and low-risk transition into service with as little disruption to their business as possible.



OUR APPROACH

Transputec collaborated with the incumbent Canadian-based Managed Service Provider (MSP) to plan and execute the transition of all services. This included migrating their main websites to a platform managed and supported by Transputec. Additionally, transition activities were carried out to migrate support services to Transputec, which involved deploying remote monitoring, support, and security tools to all end-user devices. Given that many users utilise multiple and personal devices, Transputec ensured a sensitive and pragmatic approach during user engagement to ensure seamless support operations.

Furthermore, a migration of the Microsoft 365 tenant from the Canada region to a UK-based tenant was conducted, complemented by the implementation of SkyKick Cloud Backup for the Microsoft 365 tenant.



THE OUTCOME

Transputec successfully migrated TSG data to the new tenant and published it on Transputec's hosting platform the company's business websites. The transition into service was completed successfully on time and within budget with quality, no business disruption and great communication to ensure users were aware of how to access support services when they needed to.

The Transputec team has been an invaluable partner throughout this entire process. Their proactive approach and dedication to resolving issues quickly were instrumental in ensuring a smooth transition. Even now, they continue to provide excellent ongoing support, from resolving minor user queries to proactively identifying and preventing potential problems. As TSG's global operations grow, we are confident that Transputec will be a trusted partner every step of the way. Their expertise, responsiveness, and commitment to our success make them an integral part of our team.

TSG Partner

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