

CASE STUDY

MSx Managed Office 365



Visual Edge Technology is a holding company with 30 different firms that is consolidating processes and systems throughout its ecosystem to a single platform with Office 365



Visual Edge had an on-prem Exchange server that served about 175 users. Due to its age and the liability of maintaining it, it had to be retired. The company wanted to move to a hosted Office 365 solution, so they started to investigate. The first step was moving the 175 users from Exchange to Office 365 — handling all the complexities of the migration — and de-commissioning the old server. “Together we discovered that not only could TPx assist in the long-term objective of consolidating the Exchange versions, but we found a cultural alignment as well,” said IT Director, John Sedlak. “TPx has been wonderful. In the end, we will be expanding the deployment to bring 1,300 users into our portal.”



Our experience with TPx has been wonderful so far. The people there know their stuff and take good care of their customers.”

*John Sedlak
IT Director
Visual Edge Technology*

PROFILE

- Ohio-based independent holding acquisition firm and value-added reseller
- Family of 30+ office automation companies
- 1,100 employees

CHALLENGE

Replace an on-prem Exchange server for 175 users that had to be retired due to age and maintenance liabilities

SOLUTION

- Office 365 solution fully managed by TPx

BENEFITS

- Single provider to handle the day-to-day nuances and complexities of Office 365 across their entire organization
- Single bill
- Process for standardization across company

RESULTS

Setup, migration, and go-live went off without a hitch. Will migrate to include more than 1,300 users in the near future.



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*John Sedlak
IT Director
Visual Edge Technology*

THE CHALLENGE

Visual Edge had an on-prem Exchange server that served about 175 users. Due to its age and the liability of maintaining it, it had to be retired. The company started a hosted Office 365 push back in October of 2018 and went through an extensive discovery given the scope of the project.

The client first learned of TPx through a referral, who also had a very positive experience. TPx's specialist scheduled a discovery call. Visual Edge included all of its engineers on the call from the very beginning. They decided to deploy one location and 175 licenses as a proving ground, but signed an MSA on 1,100 more. Step by step, they talked about pain points and they discovered not only that TPx could assist in the long-term objectives of consolidating the numerous versions of Exchange, but they found a cultural alignment as well.

THE SOLUTION

The TPx implementation team took over and handled the entire setup, migration, and go-live event.

"I can't speak highly enough of this team," says John Sedlak, IT director for Visual Edge Technology. "They did a great job with project planning and handling all the complexities of our migration. They were very patient with us and always came up with a solution to any problem that popped up. Our experience with TPx has been wonderful so far. The people there know their stuff and take good care of their customers. For these reasons, I have decided to migrate several other of our operating companies to O365 through TPx. In the end, we should have 1,300 users in our portal, and I have all the confidence that TPx will make it easy."

