

Case Study

Customer Background

This organization is a collaboration between government agencies of India and Germany with a mission of advancing industrial research and partnership in areas of mutual interest. The aim is for scientific talent from both countries to work together towards finding innovative solutions to global technological roadblocks. With this partnership in place, both countries can now develop knowledge networks for the growth of their industrial sectors.

The organization is guided by a governing body that has equal representation from both the countries in the fields of industry, academics and government.

Business Case

The organization was looking for a better and elegant way to communicate with their employees and business partners. Since e-mail was the primary mode of communication, it was felt that efficiency of the e-mail system was a pain area that needed to be addressed. The organization was using a local e-mail service provider and was facing issues such as long service outages and loss of e-mails over various devices. The client also required a managed service e-mail id which could be accessed by multiple users.



Indo-German Technology Organization Goes Live with O365

Highlights

Industry: Service

Project Location: India

Engagement Since: 2017

Solution Snapshot:

- Migration from existing system
- Implementation of shared mailbox
- High-definition video communication
- Chat services
- User training

Services Implemented:

- O365 Exchange
- O365 Business Applications
- Skype for Business
- Yammer
- OneDrive

Business Solution

Godrej Infotech Ltd. understood the client's requirement and suggested the implementation of monthly subscriptions based services of O365 for better e-mail management from anywhere and from multiple devices. The features of the solution are:

- Migration of existing mailboxes onto O365
- Shared mailbox concept for service e-mail id
- Chat communication with employees and business partners using Skype for Business
- Setup of Yammer as a social site for communication outside the organization
- Training and handholding for end-users

Challenges

No specific challenges were faced and implementation was smooth since well defined procedures and processes are available for O365 implementation and migration.

Benefits

Implementation of the digital communications solution for all roles, departments, functions, customers and prospects led to the following advantages:

- Transparent internal and external communication
- Effective e-mail management
- Adoption of social media channels
- Predictable monthly costs

Contact us



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About Godrej Infotech Ltd.

Godrej Infotech Limited, part of the \$4.1 Bn. Godrej group is one of the leading IT service provider specializing in End-to-End IT solutions and services. Strategic partnership with industry leaders like Microsoft, Infor, LS Retail, and Oracle have played an instrumental role in making the organization a mature IT partner that understands the value of business process automation. Our service offerings include Business Consulting, ERP Implementation & Support, Application Development, Integration, Digital transformation, Analytical services, Mobile Application Development, Infrastructure Management, and e-Commerce. We have domain and technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, and service industries. A CMM Level 4 and ISO 9001:2015 certified company, GITL's service offerings follow proprietary methodologies derived from product best practices and experience in similar implementations. Headquartered in Mumbai, India we have presence in Middle East, APAC, Europe and US with customer footprints extending across multiple geographies.

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