P1 Technologies
Boots in the Cloud

THE CHALLENGE

Consolidate auth and email down to a single domain for the entire enterprise.

Improve security and reduce administration without impacting an always-on business.

A CALIFORNIA TRIBAL CASINO TURNS TO P1 TECHNOLOGIES TO TAKE ON AD CONSOLIDATION AND O365 MIGRATION.

For several years, the casino had been managing over a dozen domains for their portfolio of gaming, hospitality, and health businesses. The domains had been created or inherited through acquisition, and each time a new one was added, the work piled up for the IT team. Integrating these domains into the broader enterprise was certainly possible, it just wasn't efficient and created unnecessary administrative overhead. Managing their centralized authentication platform, Active Directory, was a challenge, and their on premises Exchange environment was becoming unwieldy.

They decided to take this challenge head on and established an initiative to not just consolidate their domains, but to migrate their mailboxes to Office 365. They determined quickly that uptime and positive user experience would be paramount. They had to perform this migration without disrupting their 24x7x365 operation, so they chose the experts at P1 Technologies to help them architect, plan, and execute.

P1 dove in and conducted a thorough discovery, revealing over a dozen domains, three separate Active Directory forests, and more than 5,000 mailboxes. Although email and authentication were the core challenges, the potential disruption to the rest of the application environment required even more careful planning and communication. Microsoft OneDrive, SharePoint, and Teams were all in heavy use. The impact any change, no matter how small, would have on these critical applications had to be carefully considered.

Once discovery was complete, a plan was developed. Azure AD (Entra ID) would be deployed, AD forests consolidated, mailboxes migrated, and mail flow rerouted and secured. Every step had to be rigorously tested and validated, and given the volume of users, objects, and apps, automation had to be employed. Most importantly, communication to stakeholders and end users had to be clear and concise. Messaging to the end user community was iterated on and improved by crafting simple and consumable instructions to small user groups, evaluating results, and incorporating feedback.

THE OUTCOME

After cutover, over 5,000 users were able to access their messages and all Microsoft apps without changing or resetting a password. Users who encountered difficulties were taken through a well orchestrated and straightforward support process for quick resolution. Hundreds of inactive users and terabytes of user content were disabled and archived. Email filtering and protection was more robust than ever. Most importantly, every enterprise user was using the same email domain and authenticating against a single directory.

THE SOLUTION

Careful design and automated testing and validation.

Clear, consistent communication and a well orchestrated migration and support process.

RESULTS AND BENEFITS

Simplicity
Less to manage and maintain

Security
Improved email filtering and protection.

Single Sign On
Foundation for SSO and Okta integration.