

Professional services firm completes 12 acquisitions in one year.

Quest®

Year after year, the company achieves its growth goals through M&A deals with help from migration tools and professional services from Quest.

Professional services firm

Country: **United States and United Kingdom**

Employees: **90,000+**

Industry: **Professional services**

Growth by acquisition requires top-quality IT migration solutions and support.

When a core part of your business strategy is growth through acquisition, IT integrations are a recurring reality. To deliver quality results on time, every time, you need the best migration tools and services available. One long-term Quest customer, a professional services firm, has completed over 100 acquisitions in the past seven years — including one that involved 11,000 users across 200 offices. Most of the associated IT integrations involved tenant-to-tenant migrations with multiple Microsoft 365 workloads, along with go-live dates set in stone.

To help maintain this aggressive pace while minimizing both business disruptions and security risks, the company relies on migration solutions and expert professional services from Quest for their IT integration projects. The long-standing partnership simplifies and streamlines the IT integration process, which in turn reduces business risk.

About this case study

As a professional services company grew through acquisitions, its IT infrastructure became increasingly complex and disjointed. The IT team needed to unify the existing tenants and build a solid IT integration strategy to realize the firm's ongoing M&A strategy.

Solution

With help from Quest migration solutions and professional services, the company completes about a dozen successful acquisitions year after year, including one involving 11,000 users across 200 offices.

Benefits

- Reduces risk through a long-term partnership that simplifies and streamlines the IT integration process
- Helps the IT team deliver successful IT migrations at a pace of nearly one per month
- Handles all tenant-to-tenant workloads, including Exchange, SharePoint, OneDrive and Teams
- Minimizes disruption for end users
- Ensures security and productivity by maintaining data and permissions integrity

Solutions at a glance

- [Microsoft Platform Management](#)

Quest is a valued partner for the long term.

Even before Office 365 was born, the company was partnering with Quest.

The professional services company has long pursued an aggressive growth strategy powered by strategic acquisitions — and Quest has been a valued partner in the successful completion of many of the associated IT integrations. Indeed, the relationship dates back to before the rise of cloud technologies, when acquisition deals meant the migration of an on-premises IT environment into the firm's own on-prem IT ecosystem.

“Based on a combination of three factors — the approach, the toolset and the pricing — the Quest offering made the most sense for us.”

*Global Portfolio Director,
Professional Services Company*

Back then, the IT team generally relied on Quest solutions and professional services to help with Exchange migrations — a vital part of its IT integration projects. “Historically, email is our most critical application, since it was the primary mode of communication both internally and externally,” explains a global portfolio director at the professional services company. “For years, we have used Quest services to help with the messaging portion of our on-prem to on-prem migrations, and we always had a positive experience working with Quest.”

As the world moved to the cloud, the IT integration process needed to evolve.

Of course, technology has changed dramatically over the past decade. In particular, the professional services firm found that more and more of the companies it was acquiring relied on Office 365 applications for critical business processes, especially email and messaging. As cloud adoption skyrocketed, Microsoft quickly expanded its offerings — so now companies being acquired often depended upon not just Exchange Online, but also SharePoint Online, OneDrive for Business and Teams.

However, the APIs for migrating Microsoft 365 workloads lagged behind platform and feature rollouts, and since the technologies were relatively young, few IT pros had much experience in performing tenant-to-tenant migrations. As a result, the professional services company, like many organizations around the world, began to face more challenges in completing the IT integrations required as part of its acquisitions. “When we started this journey, we were still trying to move to Microsoft 365 ourselves,” recalls the global portfolio director. “We had a bunch of small tenants that were owned by our company but still managed by the acquired entities, since we didn't have expertise or the resources to do the integration.”

The IT team knew that the current situation was unsustainable, especially with the ongoing acquisition strategy. “We did not want to continue managing 10 or 12 separate tenants — a number that would continue to grow over time — so we began looking for a migration partner to help,” the global portfolio director says. “We evaluated Microsoft, BitTitan and of course Quest because of our long-standing positive relationship. Based on a combination of three factors — the approach, the toolset and the pricing — the Quest offering made the most sense for us.”

Partnering with Quest delivers both quick and lasting value.

The partnership with Quest goes far beyond once-and-done migration services or tool handoff. “With Quest tools and services, we're almost caught up with integrating the legacy tenants and have built a successful process for handling new ones,” explains the global portfolio director. “Now as we acquire new companies, the Exchange, SharePoint, OneDrive and Teams workloads are all part of one IT integration process. In fact, with help from Quest, we completed 12 IT integrations last year, almost all of which involved a tenant-to-tenant migration. Each project had a go-live date that was set in stone. We met all the deadlines and primary objectives — including the critical goal of minimizing disruption for users.”

PRODUCTS AND SERVICES

Software

- [On Demand Migration](#)

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Although the migration projects were far from cookie cutter — each had different needs and criteria for success — there were common trends. “We have noticed that smaller businesses are leaning heavily on SharePoint and Teams,” notes the global portfolio director. “For a workforce of several hundred or even a few thousand people, it makes sense to rely on those cloud-based services rather than spinning up a data center and local servers and everything else. From a migration perspective, the SharePoint piece tends to be the pain point, but it also tends to be the piece where the business has its most focus. Quest has been with us as we work through those challenges.”

Quest facilitates divestitures as well as IT integrations.

Similarly, Quest helps the professional services company with its strategic divestitures. “As you grow, you have to relinquish pieces of your business that don’t align with your core strategy,” explains the global portfolio director. “We have made strategic decisions to sell off certain sub-components of our companies, and Quest helped us migrate out the appropriate users and data.”

A solid, long-term partnership reduces business risk.

The IT team at the professional services company views Quest as a solid component of a three-way partnership. “Quest is certainly the expert in migration processes and the migration tools,” explains the global portfolio director. “But in an acquisition situation, there are always IT staff in the company

being acquired that understand the unique structure of the tenant and the way it’s being used. At the same time, our internal IT team knows the target tenant and our policies, practices and so on. It’s very bespoke to each individual deal. Quest respects the knowledge that all the partners bring to the project.”

Building its partnership with Quest has helped the professional services company speed the IT integration process, which in turn reduces business risk. “The old-school option of ‘buy a company, leave it for a couple of years and see what it does’ just doesn’t fly anymore,” notes the global portfolio director. “To reduce cyber risk, we need to get the companies we acquire integrated quickly, so we can get them fully protected with the enterprise tools that we use but they may not, because they’re smaller organizations. In our partnership with Quest, we learn from each migration and refine our processes. That enables us to shorten the timeline for the next project, mitigating IT and business risks.”

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About Quest

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Microsoft 365 migration and management, and cybersecurity resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.