

# Case Study: Medium Enterprise Insurance Company Migrates to Office 365

## Introduction

This case study of a medium enterprise insurance company is based on a August 2014 survey of Softchoice customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“The Softchoice Services staff that were involved in our project were knowledgeable and professional. Softchoice worked with us as a partner to ensure our project was completed to my satisfaction. The overall impact of the Softchoice Services was a positive engagement for both organizations that has strengthened our ongoing relationship with Softchoice.”

## Challenges

- Addressed organizational goals including the following with Softchoice:
  - Mitigating risk
  - Increasing ability to address business needs
  - Achieving compliance
- Decided to work with Softchoice because:
  - of Softchoice’s knowledge of their environment
  - Softchoice provided ongoing support for the environment
  - of Softchoice’s knowledgeable resources
  - their ongoing relationship and partnership with Softchoice
  - of Softchoice’s collaborative involvement

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Medium Enterprise**

Industry:  
**Insurance**

## Use Case

- Engaged Softchoice for:
  - TechCheck
  - Microsoft Office 365
- Softchoice provided value in the following areas:
  - Assessment and advisory services
  - Architectural advice and roadmap
  - Deployment
  - Licensing

### About Softchoice

Softchoice Solutions help optimize business performance, deliver improved services to customers and enable cost-savings.

**Learn More:**

[Softchoice](#)

## Results

- Reallocated 100 IT personnel hours to other areas of their business by engaging with Softchoice.
- Payback period for the overall project was 0-3 months.
- Rated Softchoice Services capabilities in terms of how valuable they are compared to other alternatives:
  - end-to-end Solution Capability: highly valuable
  - expertise & Knowledge Transfer: extremely valuable
  - delivery Methodology: highly valuable
  - personalized Service Delivery: highly valuable
  - resource Capability: highly valuable
- Saw the following results with Softchoice vs. other methods (i.e. internal resources):
  - saving significant time & cycles: very significant results
  - decreasing project risk: very significant results
  - improving overall outcome: extremely significant results
  - increasing existing IT knowledge: very significant results
  - delivering business results: very significant results