

## Case Study – Office 365 / Azure / SSO

### Tyman PLC

#### About Syntax

Syntax has a 24-year pedigree of successfully delivering large-scale, complex infrastructure and enterprise messaging projects using risk adverse management methodologies and proven quality processes

Syntax also provides business-critical IT support and outsourcing solutions for companies that require high availability and rapid response

#### Services

- IT Infrastructure Projects
- Private Cloud and Datacentre
- Consultancy, Design and Advisory
- Implementation and Migration
- IT Support and Outsourcing

#### Accreditations

- Microsoft Cloud Champions
- Microsoft Cloud Accelerate
- Microsoft Silver Datacenter
- Microsoft Silver Cloud Productivity Partner
- Microsoft Silver Small and Midmarket Cloud Solutions
- Microsoft Worldwide Partner Award Winners (Email Migration)

#### Quality & Service Management

- ISO 9001:2008 Quality Management System
- ITIL Best Practice
- Service Level Management
- PRINCE 2

#### Customer Profile

Tyman PLC (Tyman) is a leading international supplier of building products to the door and window industry. They operate industrial manufacturing businesses with significant operations in nine separate countries across Europe, the Americas, Asia and Australasia.

Tyman's manufacturing divisions throughout the UK and Ireland operate under ERA brand, while Europe the Middle East and Australasia operate under the Giesse and Schlegel brands. In North America, the company is known as AmesburyTruth.

#### Situation

The IT systems at the group had evolved organically and the businesses were using a mixture of separate messaging platforms, including Lotus Notes, various versions of Microsoft Exchange and other hosted email platforms. In total, there were 12 email servers supporting approximately 2,000 users.

The business requirement was to have a single global messaging and communication platform for the group across the Tyman head office and throughout all the international brands. Microsoft Office 365 was chosen as the technology platform, as this would provide a means to greatly simplify the administration of email, conferencing and collaboration, and effectively eliminate the need to manage and maintain servers at the globally distributed locations.

#### Initial Project

Syntax was selected as the partner to assist Tyman with managing, designing, planning and implementing Office 365, working in partnership initially with the IT teams at Grouphomesafe and Schlegel to migrate approximately 850 users.

Syntax undertook an analysis phase to understand the IT environments within the business and gain a better understanding of the email usage, storage volumes and the configurations of the servers. This enabled Syntax to make recommendations on the types of migration strategy and provide estimates on how long the migration would take.

## Initial Project *continued...*

The next stage was the production of a detailed design and project plan. This was required to document the existing server configurations and email flow, and determine the individual tasks (and responsibilities) that had to be completed to ensure a successful migration.

The project was complex due to the distributed locations and mixed environment, and the individual business units needed to operate email effectively while the migration was taking place. Syntax carried out a staged Office 365 migration and deployed third-party tools to ensure that co-existence was maintained throughout the migration phase.

The Tyman, Grouphomesafe, and Schlegel businesses were migrated individually in a planned sequence, with existing email, calendars and contact information moved to the Office 365 platform in order to maintain the integrity of user data.

## Global Integration

After the initial project, Tyman acquired Amesbury and Truth in North America. The next stage was to integrate their Exchange messaging infrastructure and migrate another 550 users to Office 365.

Our project team worked with the Amesbury and Truth teams to understand their environment and map-out the best migration strategies. This also involved defining the roles for the migration so that Syntax could call upon local IT resources to carry out pre-migration activities in preparation for the project commencement.

On completion of the AmesburyTruth project, Tyman acquired Giesse – a specialist aluminium window and door manufacturer based in Budrio, Italy. The project team carried out the same Office integration process in Italy for approximately 600 additional users.

## Azure & Single Sign-on

With the group fully migrated to Office 365 and with all users and domains in a single tenant, the group was starting to reap the benefits of improved communication and collaboration. The next stage of the project was to look at identity, and how users could enjoy single sign-on (SSO) to access any of the applications, plus the ability for self-service password resets. Key to the requirement was the ability to offer SSO without having to use a portal interface.

Syntax designed and implemented a group Azure AD environment, with ADFS servers that could federate identity between on premise Active Directory, Azure, and any web based applications.

Syntax utilised the functionality of Azure AD Premium to provide the self-service password reset capability.

## Contact

For more information please contact one of our specialists on 020 7307 5008 or email [askanexpert@syntax.co.uk](mailto:askanexpert@syntax.co.uk)

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