Cloud Solution Type
SaaS

Case Study Title
Hong Kong Government Department leverages public cloud for better collaboration

Basic Information
Company Name: Microware Limited Client Name: Lands Department Deployment Date: Mar 2015

Introduction

Previously, the interim CIS IM played a central role in communications with the public. It offered an important channel for email communications, answering key queries and sending out vital announcements. However, the system was to be decommissioned by the end of August 2014, prompting the department to look for an efficient alternative.

Essentially, the department was looking for a public cloud-based Unified Communications service for a period of 12 months. The new service will allow department users to easily send and receive e-mails using web browsers and common Internet mail client software over mobile devices, improving overall productivity and reducing response times. To secure all communications within Hong Kong or overseas, the service needed to support Secure Sockets Layer (SSL) or Transport Layer Security (TLS) encryption.

Experience Sharing

Microware, selected after a stringent evaluation process, coordinated and documented the entire project. Its technical team deployed Office 365, ensured smooth mailbox migration, set up Surface Pro 3 devices for mobile users and configured Microsoft Windows Intune MDM for easy administration of mobile devices. Administration training and a one-year on-going support ensured that the department's needs were in safe hands.

Practical Tips

Within three months, Microware successfully replaced the CIS IM. Besides enabling collaboration over mobile devices and improving email response times, the new cloud-based Unified Communications service safeguarded the environment by promoting paperless meeting via

SharePoint. With the new service onboard, Department users can easily join meetings, engage with other users, respond to users and securely retrieve information from anywhere using Microsoft's OneDrive for Business.