With Google Workspace, QAD Turns Acquisitions into a Smooth Ride

Pythian helped QAD quickly onboard two newly acquired companies at the same time, providing new users with training and support as they switched from Office 365 to Google Workspace

Overview

QAD Inc. is a provider of next-generation manufacturing and supply chain solutions in the cloud. The company delivers adaptive applications that help manufacturers rapidly respond and adapt to disruptions in supply and fluctuations in demand by seamlessly optimizing agility, efficiency, and resilience. Currently, QAD provides solutions to customers in 84 countries.

The challenge

QAD, a long-time customer of Google Workspace and Google Cloud, had built their processes and procedures, including collaboration, around the Google Workspace ecosystem. When QAD acquired RedZone, a connected workforce platform, and Livejourney, a provider of real-time process mining and predictive modeling solutions, the company also acquired new employees. But those new employees were using Office 365, so QAD needed to onboard users from two different companies and bring them together into a single, unified IT environment.

QAD turned to Pythian for help. They had already worked together on previous projects and had built a trusted relationship. Pythian was tasked with running two different migrations, from RedZone and Livejourney, within a single project scope. That required understanding the specifications of each environment so they could both be migrated with minimal disruption to business operations. With RedZone, Pythian discovered it had huge, active SharePoint sites—where thousands of documents were modified each day— that also needed to be migrated to Google Workspace, adding to the complexity of the migration.

Industry

Manufacturing and logistics

Location(s)

Santa Barbara, U.S.

Technologies

- Google Workspace – Enterprise Plus edition
- Google Workspace – Business Starter edition

Overview

QAD Inc. is a provider of next-generation manufacturing and supply chain solutions in the cloud. After acquiring two new companies that used different productivity and collaboration tools, they needed to migrate all new employees to Google Workspace.

Business need:

QAD, a long-time customer of Google Workspace, had built their processes and procedures around the Google Workspace ecosystem. After two acquisitions, they needed to onboard users from two different companies and bring them together into a single, unified IT environment.

Pythian

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The solution

After preparing the data, Pythian first migrated the acquired companies' historical data over to QAD's Google Workspace environment. After the historical data was successfully migrated, the most recent data was migrated over a weekend, so the newly acquired employees could show up to work on Monday morning with all of their documents intact—only in Google Workspace rather than Office 365. In addition, all of their emails were routed to Gmail with zero downtime.

In parallel, Pythian provided change management services, providing communication to the newly acquired employees about the migration process, what to expect, and where they could get support if needed. This included on-demand training sessions, which included Gmail/Calendar Foundations, Drive Foundations, and Chat, Spaces and Meet.

Business outcome

The new environment had an extremely high adoption rate, with few support requests from the newly acquired employees. After the weekend migration, it was business as usual for the company's 2,650 users, and the newly acquired employees were able to quickly start collaborating with their new colleagues and communicating with customers.

As part of the migration process, Pythian also discovered some email configuration issues in QAD's environment, which led Pythian to conduct an email security deep dive and fix the issues, which was an additional bonus for the company.

Want to see similar results for your company?

Get in touch with a Pythian Google Workspace expert to see how our team can help.

Solution/What Pythian did:

Pythian migrated the acquired companies' historical data over to QAD's Google Workspace environment. Pythian also provided change management services, providing communication to the newly acquired employees about the migration process, what to expect, and where they could get support if needed.

Result/Key outcomes

The new environment had an extremely high adoption rate, with few support requests from the newly acquired employees. Pythian also discovered some email configuration issues in QAD's environment, which led Pythian to conduct an email security deep dive and fix the issues.

"We see Pythian as a true partner. They helped our new teams get onboarded, and using Google Workspace in no time, helping us get the results we wanted, and more."

– Scott Lawson,
   Director, IT Security &
   Architecture at QAD

About Pythian

Founded in 1997, Pythian is a global IT services company that helps organizations transform how they compete and win by helping them turn data into valuable insights, predictions and products. From cloud automation to machine learning, Pythian designs, implements and supports customized solutions to the toughest data challenges.

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