AVIS

OFFICE 365 FOR A SINGLE, SECURE CLOUD COLLABORATION SOLUTION

ABOUT THE ORGANISATION

Avis (OLYMPIC Commercial & Tourist Enterprises S.A.), the largest car rental company, operates in Greece since 1960 and is active globally in 160 countries through more than 5,450 rental stations, serving more than 6 million customers annually. With a wide network of more than 80 car rental stations and a fleet of 31.000 vehicles, Avis holds a leading position in the Greek market, responding to the car rental needs for Rent a Car and Leasing services, while specializing in used car sales and van rental.

ORIGINAL CHALLENGE

Avis, began its search for new communication and collaboration tools with one decision already made: this would be the beginning of the company's journey to the cloud. The company's COO who leads the IT Department among the others realized that his team should spend less time building more robust infrastructure to host new business productivity solutions. In previous e-mail projects, 60 percent of IT team's time was devoted to working on infrastructure. But with cloud-based services, Avis could concentrate on business change management. They wouldn't have to worry about setting up hardware, enabling Algosystems to deliver cloud technology benefits, quickly and at reduced costs.

WHY ALGOSYSTEMS

Algosystems is Avis' trusted advisor for many years. Our longtime co-operation is based on Algosystems' experience and capacity as a Microsoft Gold partner, having followed the Microsoft ExchangeOnLine technology from its first steps (BPOS).

THE DEPLOYMENT

The purpose of the deployment, is to migrate user mailboxes from a source e-mail system to Office 365. Algosystems followed the staged migration procedure for the reasons below:

- Source e-mail system is Microsoft Exchange Server 2003 or Microsoft Exchange Server 2007
- There are more than 500 mailboxes

Algosystems synchronized accounts between Avis' on-premises Active Directory domain and Office 365 using Microsoft's recommended tools. The primary domain name to the online environment used for Avis' on-premises Exchange organization, was verified. After that, Algosystems created the Exchange Online mailbox and configured the mail forwarding procedure for each user. The next step was to ensure that every e-mail received in the on-premises mailbox was forwarded as a copy to ExchangeOnLine, by the on-premises Exchange server. When all mailboxes in the on-premises organization were migrated to Office 365, Algosystems then changed the MX records for any on-premises domains, to Microsoft Office 365. Algosystems verified that all e-mails are routed directly to the Office 365 mailboxes and that the migration was completed. Therefore, there was no longer needed to maintain Avis on-premises e-mail service. Today, AVIS is fully functional in the Microsoft OnLine environment.

RESULTS

Avis has fully migrated to and adopted Office 365 - beginning the company's gradual transition to the cloud. Now, the company continues to enjoy added benefits, including:
- Streamlining and consolidating all e-mail and scheduling into a single secure solution
- Standardizing Office suite versions and eliminating the burden of manually upgrading
- Improving collaboration throughout the organization
- Migrating to Office 365 with minimal impact to the business