

# N1/N2 Help Desk Assistance with Migration from Google to Microsoft 365

## CONTEXT

- Migration of 4,000 users to Microsoft 365 within the specified timeframe, with dedicated, multilingual user support to ensure continuity.

## OPERATIONAL SCOPE

- Planning of technical intervention
- Installation of the Microsoft Enterprise portal, activation, and initial configuration (MFA, password)
- Assistance with password changes in accordance with the client's security policy
- Enrollment of devices in Microsoft Intune

## KPIs

- FCR > 85%
- CSAT > 85%
- SLA > 90%

## CHALLENGES


- Migration of 4,000 users within a tight deadline
- Lack of skills and staff to carry out the project

## TAILORED APPROACH

- 1 Agility and Adaptability to Deadline Constraints
- 2 Strong customer relations skills to overcome user resistance to change
- 3 Perfect technical expertise and mastery of procedures



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