Driving Secure Communication in Financial Services with Microsoft 365 and MAM

Industry: Financial Services
Size : 500+ employees
Region: United Arab Emirates

Business Problem

The client's outdated Exchange system caused frequent outages and email throttling by Microsoft, limiting delivery to 30 minutes per hour. This severely disrupted critical communications, delayed operations, and impacted both customer engagement and internal productivity across the organization.

How Intertec Helped

To overcome the risks posed by the outdated on-premises Exchange system, Intertec designed and executed a strategic migration plan in close coordination with the client's Project and BAU (Business As Usual) teams. The initiative covered several key areas:

- **Email Infrastructure Modernization:** Successfully migrated over 600 end-user and functional mailboxes, 300+ distribution lists, and room mailboxes to Microsoft 365.

- **Zero Disruption Execution:** Planned and performed the migration with minimal impact on daily operations and without exceeding bandwidth limitations.

- **Legacy Isolation:** Decommissioned outdated Exchange servers, fully isolating them from the client's production environment to eliminate lingering vulnerabilities.

- **Security Reinforcement:** Implemented Mobile Application Management (MAM) policies, allowing access to Microsoft 365 only via domain-joined and compliant devices—restricting personal devices from accessing corporate data.

- **User Empowerment:** Rolled out Self-Service Password Reset (SSPR), enabling users to manage their own credentials and reducing dependency on IT support.

- **Operational Collaboration:** Maintained close coordination with business stakeholders to align the migration plan with operational continuity goals.

Business Outcomes Delivered

The move to Microsoft 365 enhanced reliability, security, and user experience—delivering clear, lasting benefits:

- **Seamless Migration:** Zero downtime migration to Microsoft 365, ensuring uninterrupted email services during the transition.

- **Enhanced Communication:** Restored full inbound/outbound email delivery performance, resolving throttling-related delays.

- **Improved Security Posture:** MAM policies ensured only authorized devices could access corporate data.

- **Empowered End Users:** Self-Service Password Reset (SSPR) streamlined support and reduced helpdesk load.

- **Future-Ready Infrastructure:** A scalable, secure, and cloud-based email platform aligned with modern collaboration needs.