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Microland migrates a large aerospace and defense company's 100,000 userbase in 11 months with zero errors and re-envisions employee experience in a tale of "Two Spin-Offs and a Merger"

Raytheon Technologies is an aerospace and defense company that provides advanced systems and services for commercial, military and government customers worldwide. Headquartered in Waltham Massachusetts USA, it is one of largest companies in the world involved in the development and manufacturing of aircraft engines, avionics, aero structures, cyber-security, missiles, air defense systems, and drones and consists of **four** highly specialized businesses: Collins Aerospace, Pratt & Whitney, Raytheon Intelligence & Space and Raytheon Missiles & Defense. Raytheon Technologies emerged because of the merger of Raytheon Company and United Technologies Corporation and this **merger induced the spin-offs** of Carrier and Otis, which took place on 3rd April 2020.

181,000	**61,000**	**46,000**
employees	engineers	patents
$64.6B	**190+**	**~$7.5B**
pro forma adjusted revenue (2020)	years of combined innovation and industry leadership	annual company- and customer-funded research and development

Scale and complexity with merger and spinoffs

The spinoff of non-aerospace subsidiaries; Carrier and Otis along with the merger of Raytheon Company and United Technologies resulted in a complex scenario and a unique challenge of splitting userbase and active directory domains across the spun off and merged entities in multiple geographies in addition to server and application estate.

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Raytheon was looking for a **partner** to help them in this "migration at scale" without impacting the businesses for the M&A and divesture scenario.

And the timeframe for the migration? **13 Months!**

In addition, user base spread across 30 countries and the ability to handling user communications during migration along with remediation needed for corporate, business and customer facing applications added to the complexity of the engagement.

100,000 Users

16 Languages

30 Source Domains

7000 Servers

480 Applications

The right partner – Microland

Microland has long been designated as a Microsoft partner with 10 Gold competencies and multiple co-sell ready and co-sell prioritized solutions helping customers in managing migrations at scale.

We at Microland have built a fully configurable platform, **SmartMigrate**, with repeatable solution modules around **office 365** migration. This platform includes readiness check and the ability to track user migration along with providing migration status view on a real time basis along with seamless communication to the user base.



"Raytheon in the past 2 years has gone through a significant merger and spin off that needed careful planning and execution. Microland as a partner helped maneuver our divestiture and merger initiative by ensuring the strategic milestones required were met with careful coordination between 2 business units at various levels of the project. Despite Covid pandemic , multiple freeze periods, and other significant obstacles throughout the program, the team managed to migrate 100,000 users in a record time of 11 months with a project team that has been highly skilled, dedicated, and committed to a successful outcome under extraordinary circumstances. Their commitment to the program is a true testament of partnership"

- Todd Rizzo, AD Program Manager , Raytheon Technologies

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Spinning challenges into prospects with Microsoft advantage and automation driven migration

Partnering with Microsoft Consulting Services (MCS) which was advising Raytheon on this effort, Microland quickly took to the task of formulating a detailed strategy by converting the high level design (HLD) into Low level design (LLD), defining the migration roadmap, phases, timeline to provide an end to end approach for the migrations to 2 target domains with a catalog based pricing using Microland's Office 365 Evergreen Adoption Service co-sell prioritized offering in a 11 month migration window.

Microland leveraged Active Directory Management Service (ADMS) of Microsoft and Quest Migration Manager (QMM) for user and server migrations. The migration solution was further enhanced with Microland's fully configurable automation platform SmartMigrate.

Smart Migrate at Raytheon

- **Scheduling** and sending user communications, which is templatized in batches eliminated manual effort which would have been next to impossible. Also eliminates duplicate users
- User friendly **dashboards** with the report on actual migrations makes it very easy to comprehend the migration status.
- **Automated** reporting of failed migrations with proactive migration management- before the user reaches out and resolves the issues promptly
- Integrated **scripts** readying users for migration before the communications is sent out. Eliminated manual work by adding users to Approved migrations groups & Auto Push Groups
- Targets manual migration by users first and if the user does not migrate at the end of cycles, adds the

Migration timeline cutdown to 11 months and delivered other tangible benefits

Though the initial migration timeline was estimated for 13 months, Microland with the use of ADMS and SmartMigrate automation ensured that the migration was finished in 11 months!

In addition to that, migration also delivered -

- 34 source domains migrated to 2 target domains
- A record number of 23,000 user migrations in a month and 6,000 user migrations in a week
- Enhanced real time working and collaboration of multi - language workforce with the implementation of multilingual support desk
- 24/7 dedicated support desk along with Toll free number support for 30 countries and 16 languages to address migration queries.

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- **480 applications remediated**
- **User Migrations vs incident ratio** at **8.32%** as against the industry standard of 30%
- **Server migration vs. incident ratio** at **2%** which means negligible issues for server migrations
- Zero error and cost-effective migration
- Included additional scope of Linux and NAS migration which was out of scope of initially
- Tracked survey responses, yet to be on-boarded users, percentage completion & successful migrations in the dashboard

Domain Controllers	275
Applications remediated	480
Source domains synced	34
Users Migrated	103,005
Devices Migrated	78,815
Servers Migrated	4498

And all this while with no down time for Raytheon on day - to day business!



*"Migrating over VPN with remote workers added a whole new layer of complexity from a support and troubleshooting perspective but your team amazingly pulled through and reached a record high number of migrations by May with **no less than 23,000 users in a month and astonishing 6,000 users in a single week**! This is the highest velocity of migration ever seen by the Microsoft ADMS team, which is truly remarkable considering the complexity of the environment and the number of regions being processed concurrently, and why I wanted to write this note to make you aware of how big an achievement this has been.*

Looking back at how this started two years ago with a Proof of Concept and leading into the divesture migrations of OTIS & Carrier, this project has been driven to success through strong leadership and highly professional management of the program. Any roadblocks throughout the project were quickly resolved. The feedback from the Microsoft Consulting Services team has been that your project team has been highly skilled, dedicated and committed to a successful outcome under extraordinary circumstances. The team has truly appreciated the strong partnership leading to a successful migration, greatly enabled by the quality support provided by your partner Microland. Again, congratulations on a genuinely impressive project. Please pass on my kudos to relevant team members and thank you on behalf of the Microsoft Consulting Services team for trusting us in a great partnership."

*- **Darren Dillion**, Chief Technology Officer, Azure Cloud & AI Microsoft Consulting Services*

Migrating users and servers from 30 different domains to 2 target domains simplified the environment and brought about uniformity in the overall merger-driven environment at Raytheon. It also enabled secure accesses to all applications and enterprise scale systems within the customer organization.

The implementation solution of Microland has been serving several other customers across the globe with its broader market potential.

About Microland

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value. For more information, visit www.microland.com

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