



**Partner:** infoWAN  
**Website:** [www.infowan.de](http://www.infowan.de)  
**Partner size:** 50 employees  
**Country:** Germany  
**Industry:** IT management consulting  
**Customer:** Aenova Group

**Partner profile**

infoWAN Data Communications GmbH is a leading consultancy for complex IT infrastructures. The company offers a complete service offering from consulting and project planning to implementation with accompanying training and subsequent support.

**Software and services**

- Microsoft Office 365
- Microsoft Services
  - Microsoft Office 365 FastTrack Onboarding Center

For more information about other Microsoft customer successes, please visit: [customers.microsoft.com](http://customers.microsoft.com)

## Pharmaceutical company saves weeks during deployment with onboarding guidance

“The people at the Onboarding Center were very skilled and helped us access high-level support resources. There’s value in having an open pipeline and sharing progress reports.”

Lars Riehn, CEO, infoWAN

Aenova Group, a German pharmaceutical company, approached infoWAN to help it deploy Microsoft Office 365 for the company’s 4,000 users. After creating a deployment plan, infoWAN engaged with the Office 365 FastTrack Onboarding Center to make sure the plan was executed successfully and to troubleshoot any bugs that came up during the course of the deployment. Ultimately, infoWAN was able to significantly shorten Aenova Group’s time-to-value and increase the company’s satisfaction with the Office 365 deployment.

### Business needs

German systems integration company infoWAN has been a Microsoft Partner Network member for nearly 20 years, so it has extensive knowledge about how to run a successful deployment. That’s exactly why Aenova Group, a major German

pharmaceutical company, approached infoWAN to help it deploy Microsoft Office 365.

Aenova Group had three Active Directory forests and several versions of the Microsoft Exchange Server installed as an

on-premises solution. “The company’s IT infrastructure was very fragmented—it was running three different systems that needed to be consolidated in the cloud,” says Lars Riehn, CEO of infoWAN.

With 4,000 seats, Aenova Group’s deployment was no small task. However, infoWAN has the experience necessary to meet the challenge. “Typically, our customers start at a couple of hundred seats,” Riehn says. “But we can scale all the way up to big, global, well-known German companies that have 200,000 to 300,000 seats globally.”

## Solution

When working on the customer’s deployment, infoWAN followed a three-phase process: plan, deploy, and enhance. The initial planning was done during multiple planning workshops with key stakeholders at Aenova Group. To make sure the deployment was as quick and effective as possible, the experts at infoWAN based their deployment efforts on previous experience with similar projects, as well as industry best practices.

To help Aenova Group with its move to the cloud, infoWAN engaged the Office 365 FastTrack Onboarding Center (OBC). When the project began, Riehn contacted the OBC lead in Germany to get started, and he put the deployment plan in the FastTrack Portal.

“We interacted with FastTrack during the onboarding and deployment process to make sure that everything was set up correctly in the tenants,” Riehn says. “FastTrack reviewed the deployment and worked with us closely to make sure our plans were on target. Microsoft has a very clear, thought-out, streamlined approach.”

Although infoWAN is an experienced Microsoft partner, any extra support ensures that a deployment is a success. That’s exactly why infoWAN engaged the OBC. “We used the portal for the stuff we needed to get the whole process going,” Riehn says. “When we needed to escalate technical issues and get updated versions of key software components, the OBC stepped up to help.”

## Benefits

By partnering with the FastTrack Onboarding Center, infoWAN saved time and money during the Office 365 deployment for Aenova Group. Benefits included:

- Reducing deployment time by two to four weeks, thanks to guidance from the support team
- Boosting customer confidence—Aenova Group appreciated the alignment between infoWAN and Microsoft on best practices
- Gaining direct access to support resources and onboarding content, available on the FastTrack portal

Riehn says that, for the customer, “it was a clear choice to go to the cloud and not try to consolidate on-premises.” For infoWAN, the best part of working with the OBC was the trust and support to make the deployment a success. “The partnership worked very well. We had regular phone calls to update each other on the progress—it was very smooth.”

Ultimately, what matters most for both the customer and the partner is the end result. The experts at infoWAN got the customer up and running on the cloud as planned. Thanks to infoWAN and the Onboarding Center working as a joint team with a

friendly and open working relationship, Aenova Group was able to get the cloud services they needed with the support to make it a reality.