



**Industry:** Mechanical Contractor,  
and Professional Commercial/  
Residential Services

**Company Size:** 1,500 Employees

## Solution Overview:

- Transitioning from on-premise environment to the Cloud
- Microsoft 365 Suites (Office, Exchange, SharePoint, Mobile Apps, etc.)
- Azure and Azure Active Directory

## Products & Services:

- Office 365
- Azure
- Azure Active Directory
- Intune
- Windows Autopilot
- System Center Configuration Manager
- Teams

## Journey to the Cloud & More!

*Interlink Guides a Contractor + Professional Commercial/Residential Services Company in their journey to the Cloud*

Starting in 2016, Lee Company reached out to a Microsoft Account Representative because they wanted Active Directory Federation Services to get Single Sign On running for Office 365. Lee Company's IT Manager, Chris Reaves said the Microsoft Account Rep told him without any hesitation, "Interlink is the best, they are who you want to go to." Within a week, Interlink had everything up and running, and that was the start of the partnership between the two companies. Following this project, Interlink has assisted Lee Company with many more projects over the past few years.

With most of Lee Company's users licensed for Microsoft 365, Lee Company worked with Interlink to develop a Roadmap for moving off on-premise and creating a strategy for the next three years – to take advantage of as many services within Microsoft 365 as they can. Lee Company hopes to be fully migrated to the Cloud by the end of 2021. They currently have a few data centers still turned on but are looking forward to moving off premises to be a Cloud-First company.

Reaves explains, "We are also working with Interlink to develop a User Access Security Model. We want an overarching unified model so that we can control users' security access across all of our systems and applications." Lee Company wanted to maximize security, data protection, and governance by unifying the company in a detailed model.





## TEAMS:

Lee Company has recently decided to roll out Teams. This migration choice was made proactively away from Skype, as it will soon be retired by Microsoft. During the migration off Skype and onto Team, Reaves commented, "We had Interlink come on site and create a plan and training for our employees. We have seen really exciting results and statistics on our users actively using Teams for communications and meetings."

Developing a governance and security strategy around their Teams implementation has been critical prior to deployment. This migration was a success, with high usage of Teams soon after Interlink's training occurred. It can be difficult for employees to adopt new technology when roll-out plans are only technical in nature, information about the new tool isn't disseminated properly, or the technology is simply dumped on staff without further explanation – when employees don't understand new technology or why it is being imposed, they tend to reject it. Often, employees have been using the same tools for years and have their own habits and processes. Creating desire through adoption training and planning can help your employees to really understand how these new technologies can help them in their daily workday and make things easier. The Lee Company chose this training to maximize their return on investment in this technology.



*I'VE LOVED THE INTERLINK PARTNERSHIP BECAUSE NOT ONLY IS INTERLINK'S KNOWLEDGE SO VAST, BUT IT IS ALSO LASER FOCUSED ON THE MICROSOFT CLOUD - ITS ABILITIES AND WHAT YOU CAN DO WITH IT. EVERY PARTNER CLAIMS TO KNOW IT ALL AND BE A ONE-STOP SOLUTION FOR EVERYTHING; HOWEVER, WITH EVERYTHING BEING EXTREMELY COMPLEX AND CHANGING YOU CAN'T."*

CHRIS REAVES, IT MANAGER

## AZURE ACTIVE DIRECTORY & INTUNE



Other services that Lee Company have or are currently implementing into their organization are Azure, Azure Active Directory, and Intune. Lee Company encountered problems with their existing password policy and procedures. Reaves said, "We wanted to modernize our Password Policy, leveraging Azure Intelligence. Interlink was able to help setup and develop a new Password Policy using Azure AI, allowing users to save time and effort – especially our field people."

Recently, projects have included moving to the Cloud,



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security, and automation. Intune has provided Lee Company device security, and Azure Active Directory has provided them enhanced Identity Security and Single Sign On. This combination allows Lee company to ensure devices and apps are compliant with company security requirements.

## AUTOPILOT:

Azure AD and Autopilot help minimize administrative time during what would normally be a labor-intensive imaging process. "Autopilot was configured and set up to stop imaging laptops and start deploying them. This will be streamlined and automated so we can send laptops straight to our users – and the set-up process will take less than 15 minutes. This used to be an extremely time-consuming process for IT, and users were affected and unable to work. I'm super excited because that's at least half of an FTE (Full-Time Equivalent) saved from not having to set up laptops," says Reaves.

Interlink knows that problems will inevitably come up during the implementation of solutions. Being able to proactively prepare and work through problems as they arise in a timely manner is crucial. Lee Company ran into problems during the implementation of Autopilot, especially around features that were still in preview – such as the automatic domain join feature. Interlink then worked with Lee Company to double check their infrastructure and policy settings. Ultimately, this issue turned out to be based in the older version of Windows – which their pre-imaged laptop provider used. Their provider was then notified and updated accordingly.



*INTERLINK CLOUD ADVISORS ARE EXPERTS IN MICROSOFT LICENSING, WHICH CAN BE EXTREMELY COMPLEX AND CHANGING, BUT I CAN CALL INTERLINK ANYTIME AND HAVE MY REPRESENTATIVE EXPLAIN IT TO ME AND THAT HELPS US BE SUCCESSFUL IN WHAT WE ARE DOING, AND THEY UNDERSTAND WHERE WE ARE GOING. INTERLINK IS OUR GO-TO MICROSOFT CLOUD PARTNER FOR ANYTHING CLOUD RELATED. THEY'VE BEEN A HUGE HELP WITH AZURE, WEB APPS, OFFICE 365, ETC. SECURITY HAS ALSO BEEN A BIG FOCUS!"*

*CHRIS REAVES, IT MANAGER*

## INTEGRATION:

Microsoft has numerous tools and software available, and the more integrated they are, the more efficient and effective they are. Reaves says, "That's the really exciting thing about Microsoft, and why we are putting all of our eggs in this basket. The more you put under the umbrella of Microsoft, the more everything connects and works well together. Azure AD and Intune are connected with almost everything. Office 365 and Teams/SharePoint are integrated super well." This allows Lee Company to save time and money on integration work. The partnership includes thinking through specific scenarios for their organization's environment and advising on best practices – while also providing considerations for their specific environment.







## THE INTERLINK ADVANTAGE

The client continues to utilize Microsoft's integrated technologies daily. They continue to leverage Interlink for guidance and planning. Teams, Azure, and Microsoft Office are ever-evolving tools and the client allows their users to uncover their own use cases in how they optimize and feel comfortable using them.

### CREATE BUSINESS VALUE

Interlink drives business value from your technology investments because we:



#### WE FOCUS ON THE MIDMARKET

We have used in these in over 1,000 implementations



#### BUILD PERSONALIZED DEPLOYMENT ROADMAPS

These identify challenges in advance, before they impact the project



#### SUPPORT CLIENT BUDGETING, PLANNING & C-SUITE PROCESSES

Including jointly building ROI and cost justification models



#### RECOGNIZED BY MICROSOFT AS THE TOP PARTNER

Microsoft has given us awards for helping our clients adopt their cloud technologies

### MICROSOFT SOLUTION EXPERTISE

Interlink has extensive expertise in Microsoft technologies:



#### 8 MICROSOFT GOLD CERTIFICATIONS

Across all cloud platforms



#### MICROSOFT-CERTIFIED CONSULTANTS

All of our consultants hold certifications from Microsoft



#### DEPLOYED THE MOST SEATS OF OFFICE 365

We have deployed more seats than any other partner in our area



#### INTERLINK MICROSOFT-BADGED EMPLOYEES

In recognition of our expertise and ability, Microsoft has badged several of our team members



#### FREQUENTLY RECOGNIZED AND AWARDED BY MICROSOFT

Including Microsoft Partner of the Year



#### NATIONALLY MANAGED BY MICROSOFT

This gains us access to a wide array of resources for our clients



 **Microsoft**  
Solutions Partner  
Modern Work

**Specialist**  
Adoption and Change Management  
Calling for Microsoft Teams  
Meetings and Meeting Rooms for Microsoft Teams  
Teamwork Deployment

 **Microsoft**  
Solutions Partner  
Security

**Specialist**  
Identity and Access Management  
Threat Protection  
Information Protection and Governance

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Infra and Database Migration  
Microsoft Windows Virtual Desktop

 **Microsoft**  
Solutions Partner  
Digital & App Innovation  
Azure

## CONTACT US TODAY

to learn more on how Interlink can assist your organization with Migration, Planning, Deployment, or Adoption.



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