

Case Study: Seamless Microsoft 365 Tenant Migration During Corporate Merger



43-user Microsoft 365 merger migration completed with minimal downtime and seamless end-user transition.

Client Overview

A professional services organization undergoing a merger needed to consolidate two separate Microsoft 365 environments into a single tenant while maintaining uninterrupted communication and minimizing disruption for employees.

Users Migrated	Groups Migrated	Service Interruption	MS Teams Rebuilt
43	11	Minimal	7

AulTECH was engaged to manage and execute the migration for 43 end users under a tight operational timeline.

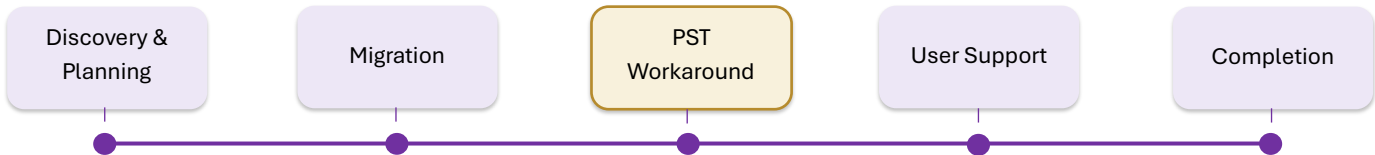
The Challenge

The merger required the coordination of multiple moving parts across two independent Microsoft 365 environments, including:

- Migration of 43 active user mailboxes
- Consolidation of Microsoft Teams environments
- Recreation of Team sites within the new tenant
- Identity and authentication transition management
- Maintaining uninterrupted email communication during the merger
- Supporting users with varying levels of technical comfort

The client required a seamless migration that would not disrupt day-to-day business operations.

AulTECH's Approach



Discovery & Migration Planning

AulTECH began the project with a structured discovery and planning phase to identify dependencies, user requirements, and migration risks before execution.

This included:

- Reviewing both Microsoft 365 tenant environments
- Auditing user accounts and licensing
- Planning mailbox migration sequencing
- Mapping Microsoft Teams structure and permissions
- Preparing user onboarding and transition documentation

To help reduce confusion and improve adoption, AulTECH also created detailed end-user communication materials outlining migration expectations, timelines, and required user actions.

Migration Execution

The migration was completed using a phased rollout approach designed to minimize downtime and operational disruption.

Key Project Activities Included:

1. Migration of 43 Exchange Online mailboxes
2. Microsoft 365 tenant consolidation
3. Recreation and duplication of Microsoft Teams environments
4. DNS and mail flow transition
5. Outlook profile reconfiguration support
6. MFA and authentication transition assistance

PST Workaround

During the migration, Microsoft's native cross-tenant migration tooling generated unexpected mailbox migration errors affecting a small number of users. To prevent delays and maintain project momentum, AulTECH quickly adapted by performing targeted PST-based mailbox migrations for affected accounts.

AulTECH resolved the issue without impacting business operations or end-user productivity.

Unexpected Challenge

During migration execution, Microsoft's native cross-tenant migration tooling generated unexpected mailbox errors.

Resolution

AulTECH pivoted to targeted PST-based migrations to keep the project on schedule without disrupting users or operations.

End User Support

A major focus of the project was maintaining a positive end-user experience throughout the transition.

AulTECH provided:

- Pre-migration communication preparation
- User readiness guidance
- One-on-one troubleshooting sessions for users requiring additional assistance
- Post-migration support during the stabilization period



By working directly with users experiencing difficulties, AulTECH ensured employees could continue working with minimal interruption during the merger process.

The Results

The migration was completed successfully with minimal operational disruption and extremely positive client feedback.

Outcomes Included:

- Successful migration of 43 user accounts
- Seamless email continuity throughout transition
- Recreation of Microsoft Teams environments in the consolidated tenant
- Minimal downtime during cutover
- Rapid resolution of unexpected migration tool limitations
- High end-user satisfaction during onboarding and transition

Despite unforeseen issues with Microsoft's native migration tooling, the client experienced a smooth and professionally managed transition from start to finish.

Why It Matters

Microsoft 365 merger migrations are high-impact projects where technical problems can quickly become operational problems.

AulTECH's ability to adapt quickly, communicate clearly, and provide hands-on user support ensured the migration remained stable and stress-free for the client throughout the merger process.

Rather than allowing technical obstacles to delay the project or affect users, AulTECH implemented practical solutions behind the scenes while keeping the client experience seamless.

About AulTECH

AulTECH helps businesses remove IT burdens so they can focus on running and growing their business. From Microsoft 365 migrations to ongoing IT support and infrastructure management, AulTECH delivers practical technology solutions backed by responsive service and long-term partnership.