

NATIONALE ADMINISTRATION OF LIECHTENSTEIN (LLV)

Microsoft 365 - A migration of 1'500 users in just 4 months

Record time - four months only to implement the basic security installation of Microsoft 365 and seamlessly transition the telephony solution to Microsoft Teams. This success story not only demonstrates technological excellence but also shows the commitment of a team ready to set new standards in record time.

SPIE ICS SA helped us bring this complex project to a successful conclusion. Despite the demanding task, SPIE was the right partner - without interruption or difficulty, with a project management system that was easy to use, understandable and efficient.

Patrik Stacher
Head of ICT Infrastructure



THE CHALLENGE

The National Administration of Liechtenstein (LLV) faced the task of fully migrating its communication systems to Microsoft Teams within just four months.

The existing infrastructure was based on Skype for Business, supplemented by two contact center solutions and an Audiocodes SBC infrastructure. The complexity of the existing systems and the need to ensure a smooth transition for approximately 1,500 users were the biggest challenges.

Additionally/Furthermore, Skype for Business and the transition systems were nearing their end-of-support. During the migration, it was crucial to ensure that the technologies used were officially supported by the manufacturers and that support was available in case of potential issues.

THE SOLUTION

SPIE ICS SA was responsible for implementing the project, introducing the onboarding processes for Microsoft 365, providing basic security for the new environment and carrying out the migration of telephony to Microsoft Teams seamlessly and successfully.

ADVANTAGES

- Improved communication with a modern, efficient platform
- Communication platform
- Significant cost reduction
- Reduced complexity of the entire UCC environment
- Increased service and support
- Availability
- Increased flexibility and agility

TECHNOLOGIES

- Microsoft 365 (Entra ID, Teams)
- Audiocodes SBC
- SamWin Contact Centre
- Luware Contact Centre

ABOUT LLV

The Liechtenstein National Administration (LLV) comprises a total of five ministries, 31 official and staff departments, courts and diplomatic representations abroad, and employs around 1,100 staff.

LLV provides services to the country's citizens at various levels.



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