

MICROSOFT 365 MIGRATION FOR ELECTRICAL CONTRACTOR

A seamless Microsoft 365 migration gave this West Michigan electrical contractor a modern, collaborative, secure workspace for their team without a single day of downtime.



BACKGROUND

A West Michigan based electrical contractor serving industrial and commercial industries, has been a trusted name in the region for nearly 20 years. With a team of 20 employees who depend on reliable technology to keep jobs moving.

Like many growing trade businesses, they had outgrown their existing technology setup. As the team leaned more heavily on digital communication and job documentation, the limitations of their current systems became a daily challenge.

➡ The client's main priority was to ensure there was no lost data, files, or downtime for their team.

➡ The client was concerned about creating new processes and what that meant for their team's day-to-day workflow

AT A GLANCE

Background

- West Michigan electrical contractor of nearly 20 years who had outgrown their existing technology setup

Challenge

- Scattered, unprotected files across individual devices with no centralized system or reliable backups

Solution

- A structured, phased M365 migration delivering zero data loss and no disruption to daily operations

Outcome

- Fully migrated to M365 with zero downtime and secure, cloud-based file sharing for all 20 users

"Everybody had issues at some point. The larger we got, the more people we onboarded, all running off their own accounts; a small problem became everybody's problem. That was our biggest challenge; we didn't have a solution" - CEO

CHALLENGE

The client was working out of a disconnected patchwork of local file storage drives with no centralized system for storing, sharing, or protecting their data. With 20 users depending on these systems daily, the limitations of their setup were becoming impossible to ignore.

Files lived on individual computers and personal accounts with no shared access or backup, meaning a single hardware failure could have resulted in permanent data loss. Without a clean starting point for a migration, every file had to be identified, moved, and verified - all while keeping all the users up and running without disruption.

KEY TAKEAWAYS

- Outgrowing technology is common in business. If your team is working *around* your systems rather than with them, that's a sign.
- A technology migration doesn't have to equal downtime. With the right plan partner, your team can transition to a new system without missing a day of work.
- A successful migration isn't just about moving files; it's about making sure your team feels confident in the new system from day one.
- The right technology sets your business up to grow.
- Having an IT partner who's dedicated to your business makes all the difference.

OUR SOLUTION

Macatawa Technologies approached the project with a structured, phased migration plan designed to keep the business running without a single day of disruption. The project spanned two months and was broken into phases.

Our Phased Approach

The project kicked off with a formal discovery meeting to audit existing accounts, devices, and licensing needs before any work began. From there, SharePoint and OneDrive were configured to give the client a centralized, secure place to store and share files. Because the data was spread across individual devices with no single starting point, each device was reviewed, files organized, and data verified along the way. Before going live, a file map was created so every user knew exactly where their work now lived, and the cutover was rolled out gradually to keep the transition smooth for the entire team.

"If I have any troubles, I know I have somebody I can call. I know that it's not going to spend hours of my time and frustration of trying to figure something out that I don't understand."

- CEO

BUSINESS OUTCOME

Since completing the migration, the business operates in a more stable, connected, and secure environment than they have been in their 20-year history. What once felt like a risky, complex undertaking became a smooth two-month transition - and the results speak for themselves.

For the team, the day-to-day experience of work has fundamentally changed.

Files that once lived on individual computers are now stored centrally, giving every user access to the most current version of every document, from any device, at any time.

For the business, the migration delivered exactly what the client prioritized from the start - zero data loss and zero downtime. Every file was accounted for, every user was set up and ready to go, and the business never missed a beat throughout the entire process.

Looking ahead, the client is better positioned to allow their technology to grow with them. With M365 in place, adding new users, accessing files from job sites, and onboarding new team members is simpler than ever - giving the business a platform to grow with them.

