

# EXPERIENCE THE DIFFERENCE

Browse a selection of transformational projects  
successfully delivered by Acora Professional Services

# WE'VE WALKED THE PATH BEFORE, SO YOU DON'T HAVE TO

Working with Acora means instantly learning from our experience. We know the bumps in the road to avoid and have learnt what it takes to achieve the outcomes you need from your IT projects.

## WITH ACORA YOU'LL GET:

- ▶ Help in tackling complex challenges
- ▶ A smooth transition without disruption
- ▶ Improved performance, security, and cost optimisation
- ▶ Improved operational efficiency
- ▶ Modern, scalable infrastructure
- ▶ Close collaboration and stakeholder management
- ▶ Help with compliance and implementing best practice



**Bill Trim and Adrian Spink**  
Directors of Professional Services



We've delivered over 1000 projects since 2015





 **“In my 8 years here I can honestly say that working in conjunction with Bill, Ade and their team, the airport has undergone a hugely significant and impactful technology transformation. I definitely wouldn’t be where I am now without their help.”**

Stuart Edwards  
CIO, London City Airport



**“Having worked with Bill and Adrian and their respective teams for 10 years, across three companies, I’m happy to say that the focus has always been on delivering a quality outcome each and every time. They’ve never let me down.”**

Stefan Beavis,  
Group CIO, The Restaurant Group PLC

# GET MORE DONE, FASTER AND BETTER

To give you a flavour of the types of projects we've delivered, take a look through our previous work:



**CLOUD MIGRATION**



**MODERN WORK**



**SERVER REFRESH AND CONSOLIDATION**



**DATA AND AI**



**INTELLIGENT APPLICATIONS**



**CYBER SECURITY**



**ACQUISITION INTEGRATION**



# CLOUD MIGRATION

## MIGRATE TO MICROSOFT AZURE

### RETAIL FIRM

Migration from on-premise to Microsoft 365, overseeing data migration to SharePoint and OneDrive. Deployed new servers in Microsoft Azure, ensuring seamless integration with existing on-premise infrastructure.

### WEALTH MANAGEMENT & FINANCIAL COMPANY

Designed Azure Landing Zone for digital transformation, collaborated with stakeholder management team to develop a strategy for cloud migration and implement best practices. Played a key role in architectural discussions which led to creation of LLD and HLD for digital transformation. Acted as Technical Lead to ensure successful deployment from on-premises data centre to a secure landing zone in Microsoft Azure.

## MIGRATE TO ACORA PRIVATE CLOUD

### PROPERTY CONSULTANCY FIRM

Migrated on-premise virtual servers to Acora Private Cloud Service using industry standard tools such as VMWare and Veeam.

### PRIVATE CLOUD FIRM

Designing an end-to-end solution, including the build of the new datacentre, and management of RIPE LIR objects. Ensuring success for the migration at the network layer, with high availability and failover tolerance at the core of the design.



# MODERN WORK

## MICROSOFT 365 ESTATE MODERNISATION

### MULTINATIONAL FINANCIAL SERVICES COMPANY

Legacy customer infrastructure and policies in group policy needed careful review, discussion, and updating to account for modern workplace security practices without compromising the existing security posture. Combined with bespoke software and access requirements including modern authentication resulted in a complete solution closely integrating on-premise and Azure services.

### ESTABLISHED ENERGY FIRM + MULTIPLE SUBSIDIARIES

Initially a simple new Microsoft 365 tenant configuration with mailbox migration from an existing tenant, this project grew increasingly complex with the addition of multiple domain migrations; Teams, SharePoint and OneDrive data migration; Integration of on-premise hardware and Teams Telephony.

### GLOBAL CHARITY

Spearheading a migration for a global charity transferring a segment of their business operations to a different Microsoft 365 tenant. The project encompassed migrating critical services such as Exchange, OneDrive, SharePoint, and Teams. Employed Autopilot and Intune MDM to facilitate the creation of a standardised image whilst adhering to security best practises.

## **AUTOPILOT AND INTUNE ROLLOUT**

### **WEALTH MANAGEMENT DE-MERGER**

Led users, data and device migrations from parent company data centre to dedicated Microsoft Azure tenant. Rollout of 300+ devices using Autopilot and Intune.

## **ENDPOINT INFRASTRUCTURE MODERNISATION**

### **MULTINATIONAL INVESTMENT COMPANY**

Transformation of legacy on-premises infrastructure. Responsible for delivering an interim solution (Hybrid) and a fully migrated solution (Azure Only) for their entire endpoint estate using Microsoft Intune to provide the same experience and introduce a multitude of modern workplace improvements including Autopilot removing the geolocation restriction of the previous solution.

## **DESKTOP HARDWARE REFRESH**

### **MULTINATIONAL CHEMICAL CORPORATION**

Desktop Roll Out to Windows 11 laptops, covering various global locations. Utilised Autopilot and Intune for automated device setup and security. Conducted staff training through “Tech Bars” and remote guidance, ensuring device compliance and robust endpoint security with effective global and regional app installations.

## **AZURE VIRTUAL DESKTOP DEPLOYMENT**

### **PRIVATE EQUITY FIRM**

Implemented an Azure Virtual Desktop (AVD) proof of concept for a multi-national private equity firm. This involved setting up virtual desktops to assess AVD's performance and integration. Key tasks included creating a new Azure Storage Account for FSLogix profiles, configuring virtual desktops, and managing apps and config via Intune, laying the groundwork for a wider AVD rollout.

## **CITRIX DEPLOYMENT**

### **LEADING SOLICITOR FIRM**

Assisted in working with the technical contact to design, build and implement a new Citrix solution. Multiple site coordination and working with multiple internal teams to coordinate the go-live and post go-live support.

## **HARDWARE REFRESH**

### **RENEWABLE ENERGY FIRM**

Undertook a laptop rollout initiative managing the transition to Windows 11 laptops across the business utilising Autopilot and Intune, focusing on device setup automation for end users. Creating comprehensive guidance on the deployment process for laptops and mobile devices.

## **TELEPHONY MIGRATIONS TO MICROSOFT TEAMS**

### **MULTIPLE TEAMS**

Led the migration of an on-premises phone system to a Microsoft Teams based telephony system. These were completed for a Welsh government agency as well as Southwest based commercial customers. The upgrade improved the communication efficiency and scalability, aligning seamlessly with the organisation's modernisation goals.

# SERVER REFRESH AND CONSOLIDATION

## SERVER MODERNISATION

### LAW FIRM

Implemented server consolidation initiatives to enhance cost efficiency and compliance. Successfully upgraded servers, previously out-of-support, to the latest operating system, achieving improved performance, security, and alignment with contemporary technology standards.

## SERVER 2012 UPGRADES

### INSURANCE FIRM

Responsible for the upgrade and migration of multiple on-premise servers and roles. Included migration of Domain Controllers (plus Certificate Authority), migrating the NPS configuration and introducing an additional NPS for redundancy, and in-place upgrade of SCCM server.

## HARDWARE DEPLOYMENT AND VM MIGRATION

### MULTINATIONAL CORPORATION

Successfully executed new hardware configuration, encompassing shared storage, and conducted VM migration to the new hosts.

# DATA AND AI

## LAW FIRM

The customer was experiencing fragmentation of customer data across various systems and channels, leading to lack of centralised data source to drive critical insights. The legacy systems posed compatibility challenges, impeding the creation of a unified view. Customer was wary of adhering to privacy regulations and compliance standards for depth of data collection. Governance of this data was critical. We implemented a BI platform using Databricks as Data Lakehouse to deliver analytics for a holistic 360 view of customers. The Data Lakehouse provided a unified platform for data engineering, analytics, and machine learning, enabling the consolidation of diverse data sources into a cohesive view.

Acora deployed Unity Catalogue to govern and provide data lineage across customer data. This provided the necessary centralised repository for metadata, including its source, quality, and usage.

## RETAILER

Acora played a pivotal role in helping a retail customer overcome complex data challenges to achieve their goal of enhancing the holistic view of the customer journey through a modernised Databricks platform solution. Initially addressing data fragmentation and integration issues, Acora streamlined disparate sources into a unified platform, leveraging Databricks' capabilities.

# INTELLIGENT APPLICATIONS

## **WATER DISTRIBUTION FIRM**

The Customer was using a legacy and end-of-life platform that needed upgrading. They had an over-reliance on third-party legacy support and inadequate streamlining of processes. We enhanced business efficiencies with a modern Microsoft Dynamics 365 Business Central implementation that improved financial reporting, gave them greater technological independence and unlocked innovative possibilities with other Microsoft technologies.

## **INSURANCE FIRM**

With technology being a key enabler for LifeSearch to communicate with customers quickly, and without complication, Acora implemented an enhanced intelligence system to provide them with direct control of its communication strategies to potential customers. This includes when to send an email, when to send a text message, and which messages to share. This is all simply controlled through an application that Acora built for LifeSearch.

# CYBER SECURITY

## **HOSPITALITY FIRM**

The customer were experiencing uncertainty around their current cyber posture and the hygiene of existing infrastructure. They lacked clarity around operational resilience to cyber-attacks and needed to identify how the current technical detect and response functions protect against cyber-attacks. We assessed their cyber control posture and hygiene, undertaking Attack-Based Assurance Testing. We developed the Incidence Response Plan and increased confidence in the organisation's cyber capabilities.

## **PROPERTY CONSULTANCY**

Along with an evolutionary service offering, they needed to maintain compliance and Cyber Essentials Plus to continue being a trusted provider for their customers. Our shared vision, centered around a cloud-first strategy, included a diverse range of innovative projects that meet their requirements for a modern, agile, and secure way of working.



# ACQUISITION INTEGRATIONS

Integrated multiple acquired companies into existing infrastructure seamlessly, meeting operational requirements to ensure no interruption of service and consistent access to critical systems. Worked directly with customer to ensure clear expectations are set, adhered to, and delivered with clear communication.

## EXCHANGE MIGRATIONS

Multiple instances of doing an exchange migration. Most often completed using third-party tools to assist in migration from on-premise exchange to Microsoft 365.

## PROPERTY CONSULTANCY FIRM

Principal Technical Consultant for the project, taking a pivotal role in overseeing the design and runbook configuration. Successfully migrating more than 1400 mailboxes to Office 365, culminating in the seamless decommissioning of the pre-existing on-premises Exchange servers.

## GLOBAL PROPERTY MANAGEMENT FIRM

Assisted the EMEA division of a global property management firm with migrating 4000 Exchange mailboxes to the acquirers Microsoft estate.

## WAN MIGRATION

### FINANCIAL MANAGEMENT CORPORATION

Developed a design to partition assets between two entities across 10 sites. This includes crafting a new WAN solution and collaborating with the existing IT firm to establish segregation while ensuring secure access to resources. The objective was to achieve this without introducing additional processes for the user base.

## INFRASTRUCTURE VULNERABILITY REMEDIATIONS

Acora actively conduct security assessments with customer internal teams and third-parties, identifying vulnerabilities and implementing effective solutions to enhance overall security. Our initiative led approach ensures that our customers systems stay reliant against evolving cyber security threats.

## AZURE OVERHAUL

### REMOTE WORKING ESTATE AGENCY

As part of an onboarding project for a new customer, survey, design and implement new Conditional Access Policies, App Protection Policies, Intune & App Deployment. This was all complete as part of a security remediation, with tighter security in mind, such as requiring two-factor authentication, trusted locations & trusted apps.

## DOMAIN CONTROLLER UPGRADES

### LARGE PRIVATE HEALTHCARE CO

Migrated 60+ private gyms and 40+ private hospital site domain controllers from Windows 2008 R2 to Windows 2012 R2.

# WE DESIGN WITH THE RUN IN MIND

As a Managed Service Provider we know what it takes to run critical services in life. That's why we design any project with the run in mind. Whether you'll be running the services yourself, using Acora's services, or using a combination, we're right by your side from the beginning. We want to make sure your organisation gets the outcomes it set out to achieve.

**WE'RE READY TO GET GOING  
LET'S MAKE A START TOGETHER.**

## GET IN TOUCH

hello@acora.com

020 3657 0831

acora.com