

Shifting from Google Apps to Office 365 enables Johari Digital Healthcare Ltd. to boost communications, fulfill security needs and provide more features within limited budget



“By providing Microsoft’s Office 365 solution, ZNetLive addressed all our security requirements related to our data in transition and confidentiality of our communication through mail in addition to providing us with enhanced features like web conferencing, enhanced mail box size and more at much lesser price than Google apps we were using.”

Satyendra Johari, MD- Johari Digital Healthcare Ltd.

Johari Digital was using Google Apps from sometime for fulfilling its business communication needs, but with time, the limited 10 GB space started becoming insufficient for the growing business. Then, one day, one of the management staff's Gmail account got hacked and there was a loss of confidential data. This incident drove the company to move their mail accounts from Google Apps to a reliable business communication solution.

ZNetLive suggested Office 365 and Johari Digital selected it as it fulfilled all security requirements and provided much more functionalities than a regular cloud email solution like web conferencing, IM, 50 GB mailbox etc. at much lower costs than Google apps. ZNetLive migrated their complete data after some initial hitches successfully into Office 365.

Overview of Johari Digital Healthcare

Johari Digital started out from a 500 square feet garage workshop in 1979 and slowly graduated to a 45,000 square feet state-of-the-art manufacturing facility. It is bringing the most innovative concepts in medical devices to fruition. The company has successfully combined Implantable Medical Devices, Imaging, Laboratory Instruments, Cardiac Diagnostics instrumentation, Critical Care & OT, Renal, Dental, and Ophthalmology Care, Physiotherapy & Beauty, etc.

It is the only group in India with 30 years' experience with US FDA products. It has brought 10 510 K cleared products to USA Market. In last 12 years, company has earned trust and recognition in USA by partnering 20+ Global brands of USA. Today, the company's network is spread across India, the USA and Europe.

Johari Digital Healthcare Ltd.

- Manufacturing Facility in India.
- Supply Chain Distribution in USA.
- R&D Innovation Center in Europe.

Business Needs of Johari Digital Healthcare Ltd.

With a flourishing business across the globe, Johari Digital needed advance and cost-effective communication techniques for effectively networking through presentations, conferences with various clients and medical agencies across the world; better employee interaction for improved work culture; security of critical business data in communication; and also ways to keep the employees always informed about the changes taking place in the organization for its betterment.

“We had relied on Gmail for our business communication but many a times the messages were getting lost. When clients followed up, then only we came to know that all mails were not getting to our inboxes.”

Gajendra Tripathi, Project Manager at Johari Digital Healthcare Ltd.



Challenges faced by Johari Digital Healthcare Ltd. With Google Apps

Johari Digital had been using Google Apps as a business communication tool and the employees were using Gmail accounts for all their internal as well as external communications, but they were facing certain problems with it:

1

Mails not being delivered to inboxes

It was found that some mails were not getting delivered to the employees' inboxes.

2

Mail accounts getting full

With expanding business, Johari Digital management and staff began to feel the space crunch as the allocated 10GB email account space of Google Apps started getting full.

3

Google Talk insufficient for presentations

They were also finding Google Talk to be insufficient for making medical presentations across the globe.

4

Security breach with hacked account

Turnaround came when one of the management staff at Johari Digital found out that his Gmail account had been hacked and he had lost his confidential business data.

Microsoft Office 365- A Complete Business Communication Suite

ZNetLive offered Microsoft Office 365 as a business communication solution to Johari Digital so as to provide its employees with secure communication, better collaboration and more space, while being cost-effective at the same time.

Johari Digital considered some alternative email business solutions also, including upgrading to premium version of Google apps.

However, on comparing Google Apps with Office 365 solution offered by ZNetLive, they found Google Apps to be costlier, with lesser account space and features. Following proper evaluation of other cloud email solutions available in the market, they found Office 365 to be a lot more than a regular cloud email solution.

With Office 365 solution, Johari Digital gained access to all the advanced tools for increasing their business productivity, conduct online meetings with customers, partners and employees, access to business class email, backup in the form of storage in cloud for confidential business data, and ability of creating and sharing professional documents and presentations.

“We had heard about the advanced cloud based solutions for emails. We thought this can be the right opportunity to weigh different solutions available in the market and deploy the best one that can fulfill all our business needs and can also fit within our budget.”

Nisha Johari, Executive Director, Johari Digital Healthcare Ltd.

- **Better Security:** Johari Digital's concern for security and confidentiality is now looked into with anti-spam filtering and anti-malware protection that Office 365 solution comes with to keep emails safe from mail threats. Also, it has got Microsoft's assurance of 100% uptime guarantee with financially backed SLA.
- **Increased account space:** With Office 365 solution provided by ZNetLive, Johari Digital got 50GB storage per user that can hold many messages and files as compared to the 15GB storage they would have got if they had upgraded their Google account.
- **Improved collaboration:** With Lync, the staff of Johari Digital now do video conferencing with clients and partners across the globe. They also use instant messaging for getting quick responses.
- **Data backup:** With Office 365's OneDrive, Johari Digital's business critical data is saved online by default, so it is backed up automatically.
- **Lower costs:** Johari Digital has to pay lesser per user per month with Office 365 solution as compared to what they had to pay had they upgraded their Google account.

“With Office 365 solution, our employees can not only communicate effectively over email, but can also do web conferencing, instant messaging, share information with each other and also within user communities.”

Dilkash Mohammed, GM Tech at Johari Digital Healthcare Ltd.

ZNetLive - Ensuring Smooth Deployment of Office 365 And Migration of Johari Digital's Accounts From Google Apps

For deployment and migration of Johari Digital's data of over 100 email accounts to Office 365, ZNetLive IT team, having proven expertise in Microsoft products, with ZNetLive being Microsoft's Gold Hosting partner, SPLA Licenses provider and first CSP partner in Rajasthan, set down and started the migration process.

The migration process had to be done aggressively as the timeline was very strict and every care had to be taken that the business should not suffer. Following migration, it was found that data got duplicated and occupied a lot of account space due to the labelling feature in Gmail accounts. With the help of Microsoft team and IMAP migrations troubleshooter, finally another shot was taken at completing the migration process with certain folder exclusions in place. This time, Office 365 batches easily synched the data and thus all of Johari Digital's data was uploaded successfully.



Office 365 provided them with capabilities like instant messaging, email, online cloud storage space, web conferencing, business ready Office tools, and more. With most of the employees having laptops, tablets and mobiles, they are now able to access their official communication from anywhere on the go. This has helped Johari Digital in strengthening its communication and collaboration capabilities, thereby increasing employee productivity.



For more information about ZNetLive's Office 365 solution, go to www.znetlive.com/business-productivity-suite/

For more information about Johari Digital, visit www.joharidigital.com/