



Case Study: Seamless Email Migration & Modernization for a Rapidly Growing Healthcare Organization

Industry

Healthcare Organization

Location

Multiple locations across the US

Services

Infusion suites, memory care, and arthritis clinics

Background

A fast-growing healthcare provider in Utah, the client operates multiple infusion suites, memory care facilities, and arthritis clinics. With rapid expansion in both staff and locations, they recognized the need for a more modern, unified, and secure communication platform that could scale alongside their growth.

Challenge

- Feeling technologically outpaced by competitors
- Desire for a more user-friendly collaboration environment
- Need to build a scalable intranet for internal communication
- Ensuring HIPAA compliance and a stronger cybersecurity posture
- Migrating a large and growing workforce with minimal disruption

Although the organization had been using Google Workspace, they felt they were falling behind in the technology landscape. Their teams struggled with platform limitations, and leadership sought a productivity suite that enabled seamless collaboration between users, was more intuitive, and better aligned with future growth.

They also had plans to build an internal intranet to streamline communication and documentation across all clinics—an initiative better suited for Microsoft's ecosystem.

Protek's Solution

Protek delivered a complete migration from Google Workspace to Microsoft 365 for 181 users, completing the transition in just 3–4 weeks with a seamless transition and zero major complications.

Our team provided a full suite of services to ensure the organization was fully equipped to operate in their new environment from day one:

- ✓ **Email Migration to Microsoft 365:** A complete, secure, and fully managed migration of all mailboxes, calendars, and drives ensuring no downtime or data loss.
- ✓ **User Onboarding:** Every user—across all clinics and administrative teams—was onboarded with the tools and credentials needed to begin working immediately in the Microsoft ecosystem.
- ✓ **Device Configuration:** Workstations, laptops, and mobile devices were configured for seamless access to M365 services, including Outlook, Teams, OneDrive, and SharePoint.
- ✓ **SharePoint Setup:** Protek enabled the company to utilize centralized SharePoint intranet where teams now store documents, streamline communication, and access standardized resources.
- ✓ **Cybersecurity Enhancements:** Security hardening and configuration of Microsoft 365 features improved protection against cyber threats while supporting the organization's rapid growth.
- ✓ **HIPAA Compliance Support:** Given the healthcare environment, Protek ensured the entire Microsoft 365 deployment followed HIPAA guidelines and industry best practices for safeguarding protected health information (PHI).

Results

By the end of the project, the organization not only successfully migrated but also experienced dramatic improvements in collaboration, efficiency, and overall user satisfaction.

- Improved user experience with familiar, intuitive Microsoft tools
- Enhanced collaboration through Teams, OneDrive, and SharePoint
- A fully functional SharePoint intranet supporting internal communication (enabled by Protek, internal setup was completed by the healthcare company)
- Stronger security posture aligned with healthcare standards
- Reduced downtime and smoother workflows across all locations
- Future-ready infrastructure that scales with their rapid growth

Our client partnered with Protek to lead their expansion with an improved IT environment. The proficient migration and comprehensive onboarding ensured their team could immediately leverage the full power of Microsoft 365 without disruption.

Conclusion

This project showcases Protek's ability to manage large-scale migrations for fast-paced organizations—especially those operating in highly regulated sectors like healthcare. By completing the migration in just one month and implementing a modern, compliant, and scalable digital environment, Protek positioned the client for long-term operational success.

Testimonial

"It's always a pleasure to work with the Professional Services team. They always meet or exceed our expectations. As the fastest growing company in Utah, we could not ask for a better partnership to help us reach these achievements."