

SUCCESS STORY

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## PRINCE GEORGE'S COMMUNITY COLLEGE

### CLIENT PROFILE



Prince George's Community College (PGCC) is a large community college in Largo, Maryland. It serves more than 40,000 students of all ages from 103 countries. The school features more than 200 academic and workforce development and continuing education programs.

### CHALLENGE

In the past, PGCC used Novell's Groupwise email system for its communication needs. This tool satisfied the school's needs for some time, but became extremely burdensome when the outdated solution was no longer supported by its creator. Efficiency began to decline and functionality suffered.

To remedy the problem, PGCC decided to pursue a new email solution, one which would at least match, if not surpass, the former arrangement. PGCC engaged with Bell Techlogix to evaluate their needs and help them arrive at an overall solution. Bell Techlogix engineers met with IT, educational and business leaders to gather business and technical requirements and perform total cost of ownership analysis of various on-premise and hosted email solutions.

After fully evaluating the various options, PGCC decided to choose Microsoft's Exchange Online service (part of Office 365). However, as this service was a brand new offering from Microsoft and the migration from their older version of GroupWise was not a common migration scenario, PGCC reengaged with Bell Techlogix to provide the technical leadership in performing the migration.

## PRINCE GEORGE'S COMMUNITY COLLEGE

### SOLUTION



**With Bell Techlogix as a partner, PGCC was able to migrate to an email system hosted by Microsoft in the cloud, relieving the college of the responsibility for email server maintenance and reliability.**

Bell Techlogix engaged with their business partners Microsoft Corporation and Quest Software (now part of Dell, Inc.) To craft a migration approach which would meet PGCC's needs. As PGCC was using an outdated version of GroupWise, a gradual phased migration was impossible. Instead Bell Techlogix engineers devised a solution which would move email from GroupWise to exchange Online over a period of weeks with a final delta synchronization on the Go Live weekend.

In addition to migrating email, calendar and contact information, Bell Techlogix also implemented the systems necessary to synchronize PGCC's personnel information from the HR system to Active Directory to the Office 365 cloud system. Bell Techlogix also implemented Federation Services to provide single sign-on functionality.

Finally, Bell Techlogix engineers worked with PGCC decision makers to develop policies in regards to email security and archiving as well as mobile device support.

### RESULTS

With Bell Techlogix as a partner, PGCC was able to migrate to an email system hosted by Microsoft in the cloud, relieving the college of the responsibility for email server maintenance and reliability. The new system fully meets the needs of the school's administrators, instructors and staff. The school received the technical assistance and expert guidance needed to oversee every step of the process, from requirements analysis to planning to migration to deployment.

Due to Bell Techlogix's high-quality and commitment to excellence, PGCC has remained a Bell Techlogix client for nearly 10 years.



## ABOUT BELL TECHLOGIX

Bell Techlogix is a leading information technology, managed services and solutions company focused on global and mid market enterprises, as well as educational institutions. We provide our services and solutions to a variety of customers; leveraging BEAM, our integrated enterprise service delivery platform, across our offerings portfolio including, End User Computing, Enterprise Mobility Management, Infrastructure Management, BEAM Cloud Services and IT Lifecycle Services.

Bell Techlogix's IT Lifecycle Services provide a comprehensive suite of business process services that optimize IT assets throughout their entire lifecycle. We have leveraged over 30 plus years of experience to build market-leading solutions such as our Service Desk 3.0 and BEAM as a Service offerings for comprehensive IT managed services.

Bell Techlogix is a privately held company headquartered in Indianapolis, Indiana.

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