



Building the Foundation for a Seamless Microsoft® SharePoint® Upgrade

TechDiscovery helped T-Mobile upgrade its SharePoint portal

T-Mobile had invested in SharePoint 2007 and wanted to implement it nationwide.

Some company locations were using SharePoint 2003, but the exact locations and extent of use was unknown.

TechDiscovery helped T-Mobile analyze its current use of SharePoint 2003, and provided a roadmap for a seamless upgrade and implementation of SharePoint 2007.

The Client

T-Mobile, a national provider of wireless voice, messaging and data services, provides telecommunications solutions to over 30 million Americans. The company operates thousands of locations nationwide.

The Challenge

T-Mobile was leveraging Microsoft® SharePoint® Portal Server 2003 across many of its nationwide offices. Rather than deploying SharePoint companywide, the client had allowed local markets and IT teams to deploy and leverage the technology as needed.

The silo-based deployment allowed teams to leverage the numerous tools SharePoint offers as their needs and schedules allowed. However, in foregoing a standardized, companywide deployment, the client greatly limited the benefits it could gain from the collaboration, data management and business intelligence sharing capabilities of SharePoint. In addition, some of the company's offices had purchased Microsoft Office SharePoint (MOSS) 2007, which had resulted in both 2003 and 2007 SharePoint sites being created across the company.

Determined to make the most of its various SharePoint investments through a companywide upgrade to SharePoint 2007, T-Mobile sought an outside partner that could conduct a comprehensive assessment of its current landscape and provide expert recommendations on how to efficiently, effectively and securely upgrade the entire organization.

The Solution

TechDiscovery was selected to conduct a full assessment and provide T-Mobile's IT team with a comprehensive strategy for successfully upgrading the entire organization to SharePoint 2007.

TechDiscovery provided a small team of SharePoint consultants to manage the 12-week engagement. The assessment process began with a comprehensive inventory of all SharePoint sites and hardware in order to provide a Current State Analysis. TechDiscovery completed the inventory through a combination of direct client communication and the use of sophisticated analytical tools.

The TechDiscovery team built a detailed map of T-Mobile's current sites, users and servers. The resulting Current State Analysis delivered by TechDiscovery included:

- **Sites** - A map of all existing SharePoint 2003 and 2007 sites
- **Current user groups** - which locations and teams were leveraging SharePoint and for what purposes
- **Server utilization** - which servers (SharePoint or otherwise) were being utilized to create SharePoint sites

The analysis from TechDiscovery included detailed recommendations in the following critical upgrade areas:

- Architecture
- Hardware
- Software
- Site provisioning
- Site security
- Backup and recovery
- Monitoring & Maintenance
- KPIs (key performance indicators)
- SOX compliance issues
- End-user training
- Migration

The Result

In less than 12 weeks of engaging TechDiscovery, T-Mobile was able to:

- ✓ Address its most critical SharePoint upgrade challenges.
- ✓ Bring its SharePoint 2003 sites under centralized control.
- ✓ Begin its companywide deployment of SharePoint 2007.