



# How migrating to Microsoft 365 ensured continued business communication for this leading mortgage firm

## **CLIENT: MORTGAGE ADVICE BUREAU.**

Mortgage Advice Bureau are Britain's leading mortgage intermediary brand offering expert mortgage advice on a local, regional and national level. They handle over £16 billion in loans annually, were the first – and currently the only – mortgage intermediary to have been floated on the London Stock Exchange and have won over 150 national awards.



## **CHALLENGE**

Their 2010 email server was out of date and needed to be updated; Microsoft was discontinuing it and ending their support services.

This would have left Mortgage Advice Bureau vulnerable to email server downtime, cyber-attacks, and more. Since email is the basis for everything they do, a companywide email collapse would've spelled all sorts of issues. None of Mortgage Advice Bureau's 2,500+ users would have had access to their email meaning they wouldn't have been able to communicate with a customer or each other.

Due to the nature of their industry, the number of offices within the business and the reliance of Mortgage Advice Bureau on their IT infrastructure to keep them fully operational, they require an IT partner who is proactive, engaging and knowledgeable in their sector. This is vital in ensuring that any issues are resolved quickly, efficiently and at the first time of asking. Any downtime caused by IT failures could result in major disruptions and downtime for the business.

## SOLUTION

Tiedata helped get the Mortgage Advice Bureau up and running on Microsoft 365, migrating thousands of their users' email capabilities into Microsoft's latest cloud environment. This involved complete project management, migration of every user's individual mailbox, all whilst ensuring the data's security.

On top of this, Tiedata then continued providing IT support to Mortgage Advice Bureau including everything from day-to-day IT helpdesk support to system monitoring and management and proactive problem solving.

*"Working with Tiedata is very personal. We've had experiences with larger businesses, where you're just a ticket. You're a number. You haven't got a name. You haven't got a face.*

*If you ring up, even if you don't know the query you're raising, they know the query you're raising. Because they know their businesses and the infrastructure of the businesses that they work with.*

*I think that's a superpower they have; knowing the infrastructure of their businesses in granular detail."*

## RESULTS

Thanks to the new cloud-based email system with Microsoft 365 and ongoing IT support, Mortgage Advice Bureau has achieved a range of outcomes, namely the following.

- **Quicker closing of tickets and more efficient management**
- **Saving money due to shared mailboxes**
- **Peace of mind knowing that no matter what time of day it is, Mortgage Advice Bureau can call up Tiedata and receive the IT support needed**
- **A sense of stability within the IT environment: maintenance, patching, etc. are all taken care of with zero stress**
- **A reliable cloud email system that improves productivity and collaboration**

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## ABOUT TIEDATA

Head officed in Ripley, Derbyshire, Tiedata deliver Managed IT Support Solutions for organisations throughout the Midlands and Yorkshire.

Tiedata's award winning Managed IT Support service is complemented with IT Security, Telecoms and Microsoft 365 services.