

CASE STUDY:

“Cloud First / Office 365 Cloud Solution”

TRUETANDEM CLIENT: Recovery Accountability and Transparency Board (RATB)
MICROSOFT SOLUTIONS: Microsoft Office 365 Government Community Cloud
TRUETANDEM PROJECT LEAD: David Tilghman

TrueTandem partners with the RATB to help them select and implement a “Cloud First” solution to improve performance while causing as little change as possible to their user community.

With the partnership of TrueTandem, RATB became the first Federal Government customer to migrate to Microsoft's Office 365 Government Community Cloud offering for e-mail and collaboration AND the first Federal agency to have all of its major workloads and systems hosted in Government, private and public cloud offerings.

The Challenge.

Flexibility, agility, and full, open communication are essential to the success of the Recovery Accountability and Transparency Board (RATB). Tasked with the mission of promoting accountability and fostering transparency, the Board needed a communications mechanism that would allow its staff access to e-mail, documents, contacts and calendars on any device from anywhere. RATB sought a vendor to help them select and implement a “Cloud First” solution that would improve performance and cause as little change as possible to the user community.

The TrueTandem Solution.

TrueTandem was selected as the vendor to provide this critical support. TrueTandem established evaluation criteria for the investigation and assessment of cloud based collaboration, IM, messaging and infrastructure line of business solutions. After analyzing many solutions—Amazon Web Services (AWS), Rackspace and Google, among others—TrueTandem assisted RATB in procuring and migrating to Microsoft's Office 365 Government Community Cloud (GCC), the CGI Federal Cloud, and assisted in the maintenance of the Recovery.gov SharePoint site in the AWS cloud.

In selecting and implementing this system, TrueTandem:

- Documented, enhanced and optimized RATB's network environment, domains and security zones.
- Virtualized servers to simplify the migration and to reduce costs by lowering server license quantities by using Windows Server 2008 R2 Data Center version.
- Implemented a single sign on for all staff through Active Directory Federation Services (AD FS) 2.0, which provides a single identity under which users can log on and access both Office 365 and on-premises services.
- Worked with RATB to:
 - Block all extranet client access to Office 365.
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 - Maintained Recovery.gov SharePoint site for optimal uptime and performance.
 - Migrated RATB's General Services (GSS) environment to the CGI Federal Cloud.
 - Developed and Managed a Program Portfolio Management portal based on Microsoft SharePoint and Project Server.
- Used MessageOps Large Message Exporter Tool to accommodate RATB's requirement to migrate 50MB per email.
- Deployed an archive quota of 100GB for each mailbox to provide virtually unlimited storage.
- Attained FISMA certification by:

- Setting up Active Directory Federation Services (ADFS), which allows the federated authentication to applications and external partners. For RATB, Office 365 uses federated authentication to provide single sign-on in hybrid mode (Exchange 2010 on site), which makes ADFS a critical dependency for Office 365 services.
- Working with Microsoft's Office 365 technicians, the Microsoft security team, and RATB's security teams to document and verify the FISMA security in a timely manner.
- Worked with RATB's security teams to enhance the security of Personally Identifiable Information (PII) data. In order to properly secure PII data that may be emailed to other locations, both McAfee and ProofPoint products were deployed and RATB mandated all emails sent from the group controlling this information be encrypted.

Results.

In selecting TrueTandem as its Microsoft partner, RATB achieved a number of firsts, notably being the first Federal Government customer to migrate to Microsoft's Office 365 Government Community Cloud offering for e-mail and collaboration and the first Federal agency to have all of its major workloads and systems hosted in Government, private and public cloud offerings.

For more information on how TrueTandem can help your organization maximize its IT investment, contact sales@truetandem.com or 703-889-6011.



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