

# Ability Technologies standardizes on SkyKick platform to scale cloud business beyond previous limitations

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Eric Kim, Senior Engineer, Ability Technologies

## The Challenge:

In 2007, Ability Technologies began selling cloud solutions, starting with fully-hosted environments, mainly centered around Remote Desktop. In 2013, they began performing Office 365 migrations. These were performed manually, and in some cases, with the help of a data migration tool. However, this method restricted the number, complexity, and size of the migrations they could perform.

## The Choice:

In 2015, Ability Technologies chose to start using the SkyKick Migration Suite to expand the number, size, complexity, and geography of the migrations they could perform, and scale their cloud business. They have standardized on the SkyKick platform based on the following capabilities it delivers.

- Time savings and resource optimization
- Reliability and flexibility
- Responsive technical support
- Risk mitigation

## The Value:

By standardizing on the SkyKick platform for Office 365 migrations and backup, Ability Technologies has enjoyed the following benefits.

- Expanded migration opportunities
- Customer confidence, satisfaction, and referrals
- Return on investment
- Risk reduction and recurring revenue
- Faster, more efficient cloud business expansion



Ability Technologies delivers best-in-class services and IT solutions, from designing data backup strategies to securing network systems and implementing cutting-edge cloud solutions into customer business processes.

**Website:** [www.ability.tech](http://www.ability.tech)

**Country:** United States

**Number of Employees:** 8

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## The Challenge

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According to Eric Kim, Senior Engineer, “When performing a manual migration, even with a data migration tool, you need people to be on site, you need people to switch over profiles, you need to go to every computer and download a PST and then upload it to Office 365. It’s very time consuming. We didn’t have the resources to do large scale migrations like that. If we were to get an opportunity for a migration of more than 100 people, or 50 people spread across multiple locations, we didn’t have the resources to handle those migrations.”

## The Choice

In 2015, Ability Technologies chose to start using the SkyKick Migration Suite to scale their Office 365 business, and standardized on SkyKick based on:

- Time savings and resource optimization
- Reliability and flexibility of SkyKick automation
- Responsive technical support
- Risk mitigation and value add with Cloud Backup

### Time savings and resource optimization

The primary reason for the transition to SkyKick was the capabilities of the SkyKick Outlook Assistant. Kim states, “The profile piece of a

migration can be a huge time suck, especially if a customer has multiple locations or remote users that you can’t necessarily get in front of.”

Not only does the Outlook Assistant save time, it enables partners with limited resources to perform more complex migration scenarios, including customers with a geographically distributed workforce. Kim recalls, “We migrated a law firm with several locations and multiple remote employees with very limited internet connections. We used the SkyKick Migration Suite, and the day after the cutover the only thing we had to do was help a couple people with some mobile phone issues. It was a pretty large migration, and we ended up doing almost no backend work or end-user support, even with all the disparate locations and remote users.”

### Reliability and flexibility of SkyKick automation

Email is the lifeblood of many organizations. So, performing an email migration includes the risk of losing valuable customer data or disrupting productivity. Kim states, “Sometimes an email migration is the first large cloud project we do with a customer. So having the migration be successful helps to maintain that trust and continue the long-term relationships. With SkyKick, we have never had a migration where email was missing, where a mailbox didn’t get migrated, or the tool missed anything.”

The automated approach of SkyKick Server Sync has also made it easy for Ability Technologies to be more flexible with their customers. Kim reports, “We have a lot of instances in which we’ll set up the tool and the migration date, and the client will request that we change the migration date. With other tools, you have to do a manual delta sync. If a customer suddenly wants to cutover tomorrow, you have to wait for the delta push before you can do it. SkyKick’s automated delta sync helps us respond to these types of very common customer requests.”

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### Responsive technical support

Migrations vary in complexity, and even the projects that appear routine may introduce unique challenges. Whether partners require help planning a particular migration project, addressing challenges along the way, or taking care of any post-migration issues, SkyKick offers free, unlimited phone support.

According to Kim, “With other tools we have used, support has not been readily available or responsive. In some situations, we could only email support and it took them hours to get back to us. On the other hand, every time we have called SkyKick Support, they have quickly helped us figure out what’s going on and helped us understand what to do next for the migration to ultimately be successful.”

### Risk mitigation and value add with Cloud Backup

Migrations to Office 365 are often the first move many customers make to the cloud. Because Office 365 requires a backup service for full data protection and recovery, partners can both protect their customers’ data and establish recurring revenue by delivering an Office 365 backup solution.

Ability Technologies tested several backup solutions by deploying each to one client and comparing efficacy. As a result, they chose SkyKick Cloud Backup.

According to Kim, “SkyKick was one of the first to market with an Office 365 backup that worked across all aspects of Office 365. There are a lot of backup tools out there, but many are limited to mail only or certain aspects of the mailbox.”

He continues, “It’s pretty simple. You can add Cloud Backup to a migration project, tell it what to back up, and it just works. We offer it with every migration to Office 365. Customers can choose to opt out, but for us it’s an easy value to add. This is especially useful if the migration is the first project with a customer, as

Cloud Backup provides a way to continue the customer engagement.”

## The Value

By standardizing on the SkyKick platform for Office 365 migrations and backup, Ability Technologies has enjoyed the following benefits.

### Expanded migration opportunities

Prior to SkyKick, the number, size, and complexity of migrations Ability Technologies could perform were limited by their resources and geography. “By leveraging SkyKick and its profile migration,” Kim states, “we can do larger, more complex migrations with less staff. And because we don’t have to directly access desktops, we can additionally expand the region we serve.”

### Customer confidence, satisfaction, and referrals

In most cases, Ability Technologies has already gained their client’s trust before performing the migration. However, Kim adds, “A clean, seamless migration really reinforces the decision of the client to come and stay with us as an IT service provider. It has also led to referrals.”

### Return on investment

For some, the cost of a SkyKick Full Suite Migration may cause hesitation. However, Kim states, “From a return on investment standpoint, the initial cost of the SkyKick tool is more than offset by the reduction in labor required to accomplish a migration. For us, a migration that might take 40 hours manually, often takes only about eight hours with the tool.”

### Risk reduction and recurring revenue

It is critical that partners make customers aware of the risk of data loss in Office 365, and provide an opportunity to protect their data from day one. This not only reduces the risk of lost data for the customer, it reduces the risk of customer dissatisfaction if a data loss event occurs.

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By offering Cloud Backup as an opt-out with every Office 365 migration, Ability Technologies provides the necessary data protection for those who opt in. According to Kim, “We have never had a scenario in which we haven’t been able to restore lost data for a client.” And for those who opt-out, they do so with a clear understanding of the risk they are assuming.”

In addition to providing the necessary Office 365 data protection, the ease by which it can be set up and serviced, make Cloud Backup a profitable source of recurring revenue.

#### **Faster, more efficient cloud business expansion**

Kim concludes, “One thing that has helped us to push Cloud and Office 365 is to fully embrace it. And by leveraging SkyKick, we have grown our cloud business more quickly and efficiently, with fewer people, and ultimately more successfully than we could have in the past with manual migrations or data-only tools.”