MANAGED SOLUTION

Sierra College enables secure & accessible email solution with helpdesk support

Enabled SSO for more secure access

Met compliance requirements

Reduced burden of internal IT staff

About Sierra College

Sierra College is a public community college in California with about 20,000 students and hundreds of faculty staff.

Sierra needed to provide the campus community with a single solution to access email anywhere securely and reduce their internal IT staff's burden.

"Fortunately the talented group at Managed Solution came up with a way to allow the incremental migrations to keep working in the background while students login to the portal. Their team took a potentially high impact solution and because of their creativity and devotion to the success of this project, they have put us in a position to come out of this on top."

**-Tom Benton, CTO, Sierra College**

OUR APPROACH

Sierra College needed to provide the campus community with a single solution that would allow both students and faculty to access their e-mail from anywhere at any time on any device, while still providing security and meeting FERPA compliancy requirements.

They also wanted to provide SSO to access both email and the campus portal. In addition, they wanted to reduce their internal IT help desk tickets by providing training videos and tutorials so the end-user could familiarize themselves with e-mail capabilities and tools. The overall goal was to provide a user-friendly e-mail system with unlimited access.

Managed Solution built a custom Office 365 deployment and migration project to migrate 40,000 active and newly enrolled student mailboxes and over 100 staff mailboxes. Managed Solution partnered with Sierra College IT Helpdesk and Hub to also create Office 365 training guides, Office 365 end user training guides and communication templates customized for Sierra College
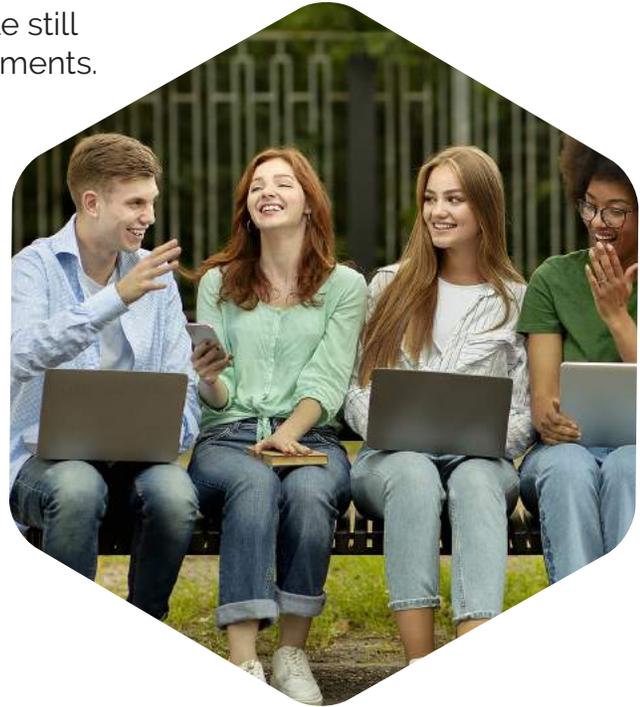
RESULTS

Original planning for this project built a four-month project duration but the Managed Solution and Sierra College teams worked together to get the largest phase of the project completed a week ahead of schedule. The new e-mail system solution was successful in providing students and staff simple access to their e-mail accounts, and in a safe and secure way. The clear instructions on how to access email with FAQ and troubleshooting information are posted in the mySierra portal, which will help reduce IT Help Desk troubleshooting requests.

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