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## Software Solution company engage PointBeyond to perform critical SharePoint Migration

St Clements Services is a leading specialist supplier of software products and development services to the UK utilities industry.

They specialise in settlement validation, meter data and customer registration systems. Their experience also covers utility market de-regulation. St Clements was the first specialist software and services provider to emerge from privatisation in the UK electricity industry in 1990. Customer satisfaction and longterm relationships are the cornerstone of the business.

### SharePoint Migration

St Clements has been running SharePoint successfully for a number of years, both as an intranet for their staff, and as an extranet for their customers. St Clements had worked with the PointBeyond team before so when they needed to migrate the SharePoint environment to new servers, PointBeyond was the natural choice.

Hayden Wells, IT Manager at St Clements explained the choice: “We had found engaging with the PointBeyond team in the past to be very beneficial to us. They took the time to understand what we wanted, didn't try to sell us features or services that we didn't need, and delivered a great solution for a sensible price”.

St Clements had been experiencing some hardware issues with their SharePoint servers, so migrating to the new platform was critically important.

Hayden describes the issues they faced: “Our hardware issues meant that some of the normal migration approaches weren't available to us. PointBeyond experts were able to suggest an alternative approach straight away, and when that hit difficulties they were able to find yet another technique that worked without any problems”.

#### Customer:

St Clements Services

#### Location:

Daventry

#### Industry:

Software Solutions

#### Company Challenge:

Migrating SharePoint environment to a new platform to solve hardware issues.

#### Key Technology:

- Microsoft Office SharePoint Server 2007

#### Key Details of Project:

- Alternative Approach to SharePoint Migration to suit situation
- Minimal Downtime Achieved ensuring good service maintained for users
- Knowledge Transfer from PointBeyond to St Clements IT staff



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## Minimal Downtime

As the system is heavily used by both internal and external users, minimising the downtime during the migration was essential. Hayden explains how PointBeyond helped: “Their technical knowledge and expertise was obvious, and they achieved the migration in a matter of hours, with minimal downtime for our users”.

The engagement was about more than just getting the job done, as St Clements’ staff worked closely with the PointBeyond team to ensure knowledge was transferred.

## Returning Customer

With more work planned for the future, St Clements plan to work with the PointBeyond team again.

“We look forward to working with PointBeyond as we develop our intranet and extranet further” commented Hayden. “They understand our business needs and apply their technical knowledge to deliver quality solutions”.

### For more information

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