



Sun International Case Study

BCX

The Sun International brand has a proud legacy in the gaming, hospitality and entertainment sector. Its superior hotels and resorts profile makes it a recognised premium brand. The Sun International Group has a diverse profile of assets including world-class five-star hotels, modern and well-located casinos, and some of the world's premier resorts. Their destinations offer experiential luxury, enduring quality and incredible adventure, supported by an authentic dedication to personal service.

Problem Statement

- Client needed to implement cost-saving initiatives in terms of process and integration.
- With 5 300 staff, communications needed to be streamlined.
- Time-saving measures needed to be put in place in terms of project management execution.
- As far as possible, travel needed to be limited through better collaboration systems.

Overview

It was requested that BCX in conjunction with the Microsoft FastTrack Partner Ready program design, test and deploy the Office 365 E3 and E1 product suite within their organisation. Initially, a pilot rollout of the features discussed in this document will be carried out after which, upon a successful pilot deployment, the same features will be deployed to the greater Sun International-user landscape.

This scope of work uses a Microsoft-recommended approach that helps envision, design, and implement the solution in Sun International. Microsoft ACM Services assist customers with the adoption as well as the value realisation of Microsoft technology. It enables business transformation that offers top-class productivity and collaboration tools.



Approach

BCX used Prosci and Microsoft service adoption methodologies to drive adoption and software consumption. These methodologies enable project and change management to work in synchronisation. This would result in a smooth transition to the cloud and for business, and afford end-users a greater digital enablement experience.

The Productivity Stack consists of the following workloads:

- Exchange Online
- OneDrive for Business
- SharePoint Online
- Microsoft Teams

Security Stack:

- Intune
- MFA

The customer would use M365 to enhance collaboration and communication, and customise Teams for efficiency within the organisation.

The Work-from-Home(WFH) strategy assisted in coping with COVID-19, where operations could continue with minimal impact during this period.

Security was deployed to secure the network with the WFH strategy.

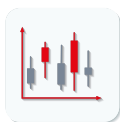
Results



ACM enabled cost-saving and revenue generation initiatives using Teams.



Project management used the Teams planner app to take projects from inception to launch with considerable time savings of 100 minutes / week.



The use of communication has led to cost reduction on mobile devices.



Reduction in travel allowance.



There is an increase in agility with the 5 300 staff.



Collaboration led to a saving of 30 minutes / employee.

Conclusion

Although the company went through a COVID-19 and retrenchment programme during the migration, it was a win in that the organisation continues to use the software as we did ACM in conjunction with the migration. Security is a necessity with WFH scenario.

Lessons learned

- Strong project management is a necessity with a shifting customer-base.
- Strong sponsorship is required.
- Security enablement requires a change in ACM because strong support for end-user planning is required.
- Two training sessions are required before staff can increase their M365 ability.
- Strong project management is a necessity with a shifting customer base.