

TECHNOLOGY: ... **Microsoft 365**  
 FRAMEWORK: ... Office 365  
 INDUSTRY: ... Healthcare

REGION: **South Africa**  
 REACH: . South Africa

TYPE: ..... **M365 Deployment**  
 ENGAGEMENT: .. Project & Methodology  
 COST: ..... Fast Track

## Overview

The National Health Laboratory Service (NHLS) is the largest diagnostic pathology service in South Africa, with the responsibility of supporting the national and provincial health departments in the delivery of healthcare.

NHLS is a traditional on-premises IT organization and started an **IT modernization journey** which includes public cloud adoption. As part of the IT modernization strategy, public-cloud adoption was emphasized, and commodity on-premises workloads were earmarked for cloud migration. These workloads were prioritized, and First Digital was contracted to supply a broad disciplined virtual team to assist NHLS in deployment of Microsoft 365 (M365) across the NHLS environment in line with a Fast-Track milestone agreement. The M365 Fast-Track deployment assisted NHLS in advancing their public-cloud adoption initiatives and ramping up migration efforts, whilst ensuring NHLS internal IT are well prepared to continue the migration of M365 workloads.



The M365 suite of products which were enabled as part of the engagement, ensured that NHLS and its users base are well prepared & enabled to continue the fight against the Covid pandemic on a secure and always available SaaS offering.

## Approach

First Digital employed a **plan, design, build, test and deploy** approach to the Fast-Track engagement. The majority of deployment risks and pre-requisites were identified as part of the engagement initiation and was proven to be instrumental in building out the project and deployment plan for the engagement.



Multiple technology streams formed part of the project and the engagement was delivered over a period of 6 months:

- Exchange Online
- SharePoint Online
- Teams Platform and Teams Meetings
- Azure Active Directory Premium
- Microsoft Intune

Constant Alignment coupled with open communication and delivery excellence supplied by First Digital to the internal NHLS IT and Project Management Office teams ensured the overall project success. Delivering such a business-critical project, at scale to an organization that is on the forefront of fighting the covid pandemic required careful planning, a mature project management and delivery approach, complimented by specialized Microsoft Public/Private cloud skills from both the NHLS and First Digital.

## Summary and Benefits

- Remote worker collaboration and enablement were critical requirements for the NHLS and the Fast-Track engagement ensured these requirements were ramped up to expectation.
- System outages were minimized for business critical and migrated users, per workload where the M365 SaaS platform provided business continuity.
- Cloud-based, Mobile device management with hybrid identity capability was enabled NHLS to protect user identities and organizational data.



## See More

SITE: ..... [www.nhls.ac.za](http://www.nhls.ac.za)  
 CONTACT: ..... [www.firsttech.digital](http://www.firsttech.digital)  
 PURCHASE: .... On consultation

## About

First Technology Digital is a First Technology group company. We are a future enablement partner specialising in product development, digital transformation consulting and the design, development, and deployment of enterprise solutions to various international clients. We are a Microsoft Gold partner and a proudly South African company.