

# Success Story



**CLIENT:** The Baltimore Orioles

**PROJECT:** Migration to Microsoft Office 365

*"We face the same challenges as larger companies, but we don't have a big IT staff or extensive development resources. I have enjoyed a fifteen year association with XPORTECHS and have found them to provide superior technical support with both the Novell and Microsoft systems."*

**- Jim Kline**  
IT Director

**Customer Profile:** The Orioles, Baltimore's Major League Baseball Team, have been privy to a multitude of changes in the lengthy stretch of their existence. Overcoming many obstacles, the team made a comeback in recent years, and managed to win the American League East Division in 2014. The same season they made it to the American League Championship Series. With an aging Exchanging server, the Orioles' IT Team knew they needed to carry the same success they've had on the field winning games, to off the field with their technology.

**Business Challenge:** While few other businesses need instant-replay systems, much of the technology the team uses is indeed similar to those of other small businesses—systems for HR, finance, sales and marketing, and so on. Email is just as pervasive as it is at most companies. And the challenge of keeping email going with a full-time staff of just three was also a factor that the Orioles shared with other small organizations. The cost of new email servers and software every few years was only part of the hassle. More burdensome was the need to update the systems regularly and to back them up to offsite locations—and to hope that when the team eventually needed to reinstall email from those backups, that it could do so quickly and reliably.

**Solution:** The Microsoft Office 365 suite is a hosted, online version of the traditional installed version of Microsoft Office software. This online service is subscription-based and includes Office, Exchange Online, SharePoint Online, Lync Online and Microsoft Office Web Apps.

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The advantage of the Microsoft Office 365 suite is that the [cloud service](#) is provided by Microsoft and thus eliminates a company's IT maintenance tasks, such as [patching](#), and infrastructure support costs. For end users, the advantage is the ability to access Office 365 offerings using any device, anywhere with an Internet connection.

Many Office 365 plans also include the desktop version of the latest Office applications, which users can install across multiple computers and devices. All Office 365 plans are paid for on a subscription basis, monthly or annually.

**Benefits:** The following benefits will be realized by The Orioles in adopting the hybrid Office 365 solution as the standard:

- Reduction in overall staff hours required to support the e-mail system, increasing resource availability for other projects
- Elimination of network storage requirements to support e-mail system
- Elimination of server hardware requirements to support e-mail system
- Increased level of availability for Office 365 with a Microsoft SLA of 99.9%
- Ability to have Office 365 accounts with "legal hold" capability
- The ability to increase the default mailbox size to 50 GB for all Office 365 users, without purchasing additional storage
- The ability to use the rich web application (OWA) in a wider variety of browsers. IE 7+, Safari 3+, Firefox, and Chrome are supported

All-in-all, Office 365 has provided tremendous value to the Baltimore Orioles.