Resultant

Finding Greater Reliability and Cost Savings: Green County, WI, Makes the Move to Google Workspace Enterprise

With its licenses coming up for renewal, the IT team for Green County, WI, saw an opportunity for rethinking its approach and found potential for savings and improved functionality with a switch to Google. And they brought in Resultant to make it happen.

About Green County, WI

Located in south-central Wisconsin, Green County has 16 towns, 6 villages, and 2 cities; its county seat is Monroe. The land area is 585 square miles, and the population as of the 2020 census is 36,988. Green County is divided into 31 supervisory districts.

THE PROBLEM

Green County had reached a decision point—stocked with outdated servers and licenses coming up for renewal, the IT team had nearly 550 users to think of. Managing budget and keeping disruptions to a minimum were big concerns going forward.

"We were on a legacy, on-prem Exchange server that was failing—and having nothing but issues," said Ryan Cameron, director of IT for Green County. "Email is a primary communication channel with constituents, and we were seeing outages every month. My IT team and I were spending way too many hours each month just trying to prevent outages, handle updates, and perform maintenance."

A Google Workspace solution would free up IT resources, provide greater reliability, and save money. Green County chose to partner with Resultant because of our track record of seamlessly integrating Google products with minimal disruption.

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> We're an IT staff of four, I was spending half my time just on our Exchange system.
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> **— RYAN CAMERON**
> Green County, director of IT

OUR APPROACH

Our traditional, three-phased approach enabled Green County to migrate email, calendar, contacts, files, and folders from the Exchange server over to the Cloud. We started with just a small group of their users—the four members of the project team— to fully acclimate in Google prior to the remainder of the users.

The project then expanded to its second phase, which shifted tech-savvy users and champions of project—about 60 people, in this case. Over the course of four weeks, they provide constant feedback to the Resultant team, and we continue migrating data in the background—moving copies of emails into employees' Google accounts, for instance.

Training for the first two groups is typically light, and we go heavy with training and documentation during phase three, when the rest of the team makes the move to Google. That approach worked here, as well—with constant communication and a lot of support in the final phase, including train-the-trainer sessions, virtual training, and documentation. Because Green County had its own well-developed education department, collaboration made this phase go smoothly.

"We'd worked together to really map out the educational sessions, so we had thorough materials with side-by-side notes about how things worked in Exchange and in Google. We got great reviews from the staff about how that went. The last time we'd done this was seven years ago, and we'd had a lot of hiccups that we just didn't experience this time."

— RYAN CAMERON
Green County, director of IT

THE DETAILS BEHIND A SEAMLESS TRANSITION

We used Google Cloud Directory Sync so that the existing Active Directory solution could connect to the Google Admin Console.

- ⊘ This solution allows the team to perform user management duties in the same way they've always done it.
- ⊘ The tool automatically syncs changes to Google.
- ⊘ Users can do the same work in the same way but have the option of further management in the Google Admin Console.

Our team used the CloudM solution to move data from existing accounts to the new Google Workspace accounts.

- – CloudM allows for a high level of fidelity, achieving more than a 99.99% accuracy rate in data retention.
- – Our methodical approach meant users were never affected by data migration and, on their respective go-live dates, had the data they expected to see in their Google Workspace environments.