

# Secure Collaboration with Microsoft 365

## Client Overview

BronxCare is the largest voluntary, not-for-profit health and teaching hospital system serving the South and Central Bronx, servicing more than one million outpatients and 141,000 emergency visits each year.

## The Business Situation

BronxCare was running on Microsoft Exchange Server 2010 & Outlook 2010 Email Client, and required migration since Exchange 2010 was nearing end of support. The high-risk legacy IT landscape presented many challenges, like lack of support for Transport Layer Security (TLS) 1.2 and above in Windows XP clients, and incompatibility of Outlook 2010 email clients with Office 365 (O365). BronxCare was looking to implement business-class email and collaboration solutions to establish highly secure, streamlined & efficient communication channels. They also needed a highly complex domain migration - from bronxleb.org to bronxcare.org, due to a change in corporate brand identity.

## The Solution

An Exchange Hybrid solution was successfully deployed - based on Microsoft best practices, to enable secure and seamless migration of 4500+ mailboxes from on-premise to O365 (Exchange Online). The complex Exchange 2010 environment was migrated to Exchange 2016 with free hybrid licenses. The incompatibility issues with the legacy clients were resolved without any technical glitches, and without Microsoft support. The highly complicated domain migration was also completed in a very short timeframe, with no business impact.

### Solution Components

- ✓ High-availability Active Directory Federation Service (ADFS) and Proxy, to enable Single Sign-On (SSO)
- ✓ Credentials cache storage on public cloud disabled, to allow changes from on-premise only
- ✓ Sophos Email Gateway replaced with Microsoft Exchange Online Protection (EOP) & Advanced Threat Protection (ATP), for advanced security with minimal cost impact
- ✓ Self-Service Password Reset (SSPR) with Multi-Factor Authentication (MFA) for enhanced authentication
- ✓ Microsoft Cloud App Security to proactively identify & combat cyberthreats across all cloud services
- ✓ Azure Information Protection (AIP) for encryption in sensitivity labels, to restrict access to content
- ✓ SharePoint & Teams for streamlined, secure business collaboration

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## Challenges

- Complex Exchange 2010 environment
- High-risk legacy IT landscape
- Win XP clients with no support for TLS 1.2
- Incompatibility of Outlook 2010 clients with O365
- Complicated domain migration - from bronxleb.org to bronxcare.org

## Solution Highlights

- Exchange Hybrid solution, based on Microsoft best practices
- Migration of 4500+ mailboxes from on-premise to O365 (Exchange Online)
- Exchange 2010 to 2016 migration
- Domain migration to bronxcare.org
- High-availability ADFS for SSO
- Microsoft EOP & ATP for advanced security
- SSPR with MFA for enhanced authentication
- Cloud App Security for proactive risk mitigation
- AIP to restrict content access
- SharePoint & Teams for secure collaboration

## Solution Outcomes

- Seamless migration from EOL product to highly secure communication solution
- Cost-effective migration through
  - Move from Exchange 2010 to Exchange 2016 with free hybrid licenses
  - Replacement of Sophos Email Gateway with Microsoft EOP & ATP
- Smooth domain migration with no downtime
- Migrations accomplished without Microsoft Support