

Simonds International Enjoys Office 365 Success with an Assist From Carousel

Simonds International, the oldest cutting tool manufacturer in North America, teams with Carousel to enjoy a multitude of organizational wins as a result of its Office 365 deployment.

EXECUTIVE SUMMARY

Company: Simonds International

Industry: Manufacturing

Location: Massachusetts

Number of employees: 1,000

Challenge: Simonds had been using Microsoft Exchange for email for years, and had gone through several rounds of upgrades over that time period.

Solution: By teaming with Carousel, Simonds was able to deploy Office 365 and take advantage of its cloud-based collaboration and communication solution.

OVERVIEW

For more than 175 years, Simonds International, the oldest cutting tool manufacturer in North America, has produced high-quality products and services used by some of the most skilled workers in wood and metal fabricating industries.

Simonds prides itself on a tradition of quality, design and innovation—so it understands full well how important it is to leverage best-of-breed technology in its own day-to-day business activities. For that reason, when Simonds was looking to improve its collaboration and communication capabilities, it turned to longtime partner Carousel for a Microsoft Office 365 deployment.

CHALLENGE

Simonds had been using Microsoft Exchange for email for years, and had gone through several rounds of upgrades over that time period. With another upgrade on its upcoming roadmap, the company decided to look into adopting Office 365 so that it could leverage Exchange Online and a host of other tools Office 365 offers, including:

- OneDrive
- Office 365 Groups
- Skype for Business
- Microsoft Office
- SharePoint

After discussing the solution with some other organizations that had deployed Microsoft's cloud-based collaboration and communication solution, Simonds decided to go ahead with a full Office 365 migration.



MANUFACTURING



QUALITY PRODUCTS FOR
CRAFTSMEN AND TRADESMEN



A MILLION SQUARE FEET OF
MANUFACTURING SPACE

175+

OVER 175 YEARS IN BUSINESS

“We were able to make the business case that upgrading Exchange every few years is costly, so even though Office 365 had an associated cost, over time it made sense from a financial standpoint,” explained Simonds CIO Susan Kifer.

SOLUTION

Simonds had two separate Exchange servers—one in the U.S. and one in Germany—and after a consultation with Carousel, decided to migrate the U.S. server first. Before the migration began, Carousel’s Senior Technical Director of Data Center Solutions Alan Silverman walked the Simonds team through the migration process, step by step. The process put Simonds at ease and ensured that the company’s vision for the project would be executed, according to Kifer.

“We came and sat with Alan and some other team members and got to talk through and whiteboard how this would work and the direction we were going in,” Kifer said. “That was really important to us.”

Kifer noted that although some of the employees in the organization had large mailboxes that took a while to migrate, the process went smoothly. And after the migration was complete, Simonds began to see tangible, positive results almost immediately.

RESULTS

With Carousel helping to drive adoption through user education and training, Simonds has enjoyed a multitude of organizational wins as a result of its Office 365 deployment.

One of the most important advancements, Kifer explained, is that employees can now access documents simply and securely from anywhere.

“Once people knew they didn’t have to use VPN and could get to their documents through OneDrive, adoption really took off,” the CIO said. “VPN works, but it’s slower, and this is just easier. Now we can easily share documents between warehouses and distribution centers, so that’s been really positive. If we have a major project going on with a bunch of different components and work plans, we have everything in one place and can share those different components when we need to.”

Kifer also explained that moving to the cloud kept Simonds from having to expand its IT team further, which enabled the company to keep costs down. Perhaps more importantly, it also allowed existing team members to focus on more strategic company initiatives.

“We want our IT people focused on core competencies. We use Carousel if we ever have a technical issue, but those are very rare, and the hosted piece has really been a gain for us,” she said. “This was just the right long-term move for us.”