

CASE STUDY

How Action Plus Ideas Modernized Work with a Microsoft 365 Cloud Foundation

T3 MSP Cybersecurity & IT moved legacy systems into Microsoft 365, enabling remote work, better collaboration, and expansion.

CLIENT: Action Plus Ideas



INDUSTRY: Merchandise

LOCATION: Charlotte, North Carolina, USA

SERVICES: Microsoft Solutions, Cloud Services

EXECUTIVE SUMMARY

Action Plus Ideas needed its technology to match a faster, more distributed way of working. T3 MSP Cybersecurity & IT planned a phased Microsoft 365 modernization, migrating data and identity while enabling OneDrive, SharePoint, Teams, Teams Voice, Intune, and Entra. The result was a cloud-based foundation for remote work, broader hiring, stronger collaboration, and expansion into new territories.

CHALLENGES

- A legacy on-premises server limited flexibility, remote access, and easier day-to-day management.
- An older phone system kept communications separate from the tools employees used to collaborate.
- The team was becoming more agile, but its technology stack was not keeping pace with the business.
- Microsoft 365 was underused, with Outlook adopted while broader collaboration tools sat untapped.
- Expansion into new territories required a more scalable environment for distributed work.

T3 CYBERSECURITY AND IT'S APPROACH

KEY ACTIONS

- Planned the Microsoft 365 migration in manageable phases to reduce disruption and change fatigue.
- Migrated company data into Microsoft 365 to support secure cloud-based access and collaboration.
- Moved identity into Microsoft 365 to centralize user access and strengthen account management.
- Deployed OneDrive, SharePoint, and Teams to give users modern tools for daily work.
- Provided user education and training so employees could adopt the new environment with confidence.

SOLUTIONS

- Cloud-based file access gave employees a practical way to work securely beyond the office.
- Centralized document collaboration reduced reliance on legacy infrastructure and local storage.
- Integrated team communication connected messaging, meetings, and calling in one workflow.
- Modern identity and device management created a stronger foundation for distributed users.
- A phased adoption plan helped the business modernize without overwhelming employees or daily operations.

RESULTS

- Employees gained the ability to work from anywhere with access to the tools and files they need.
- The company could hire outside the state without being constrained by office-bound systems.
- Remote work became practical as Action Plus Ideas expanded into new territories and served new markets.
- Teams adoption improved collaboration and helped enhance the experience delivered to clients.
- Action Plus Ideas moved from limited Outlook use to a more agile Microsoft 365 operating model.

Modernize Work Without Slowing Growth

Start with a free assessment from T3 MSP and see where Microsoft 365 can create immediate business value.

Schedule Your Free Assessment