

# CTS Signs, Seals and Delivers for Moonpig Group

Separated the two domains from the parent, creating a new domain. Devised short-term solutions aimed at keeping operations up and running. Provided internal training sessions to effectively manage the change between platforms.

## The challenge

To minimise the impact of the migration whilst the business was undergoing multiple change initiatives, simultaneously. The customer needed their old domains demerging and new domains being created, but with sub-domains still connected. An additional requirement to transition newly acquired organisations from Microsoft Office to Google Workspace.

## The solution

CTS devised short-term solutions aimed at keeping operations running, providing internal training sessions, including 15 starter videos for onboarding to effectively manage the change between platforms. Created a tailored communications plan to help minimise the impact of the migration, focussing on three milestones for users: Pre-migration tasks, On-the-day tasks, Post-migration/ad-hoc tasks

## The result

Following a series of successfully completed projects, CTS has since become one of Moonpig's trusted Google partners, providing 3rd level support for Moonpig's internal service desk team for Google Workspace issues. Moonpig Group's account managers also have direct access to CTS if they have any questions or queries, something which is essential in such a fast-paced environment.

“ CTS has correctly anticipated any shift in requirements and understood exactly what we need. They provide a pragmatic approach to our requests and address any challenge with a positive, problem solving attitude. Having CTS involved was both necessary and revolutionary, and has become an invaluable support system for our business, and, I hope this relationship continues to develop in the future. ”

Jay Patel, Director of IT and Security, Moonpig Group



## About Moonpig Group

Moonpig has become a household name, selling a range of products for every occasion – from birthdays to anniversaries and all the milestone moments in between. The fast and convenient service flourished, with Moonpig becoming the leading eCommerce destination for those looking to send personalised greeting cards, flowers and gifts.

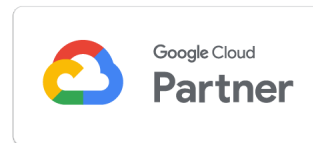
Vertical/horizontal solution: Retail & Wholesale

Primary project location: United Kingdom



## About Cloud Technology Solutions Ltd

CTS is one of Europe's largest dedicated Google Cloud Managed Service Providers. They offer unique full-stack solutions for GCP and Workspace.



## Products

Google Workspace