



## SailPoint Optimizes Outlook in Shift from Google to Office 365

Market-leading provider of identity management solutions reduced IT costs and ensures compliance with Office 365.

### Company Overview

SailPoint, the market-leading provider of identity management solutions, helps the world's largest organizations mitigate risk, reduce IT costs and ensure compliance. The company has enjoyed extraordinary growth since its founding in 2005, with a customer list that features hundreds of Global 2000 companies spanning 25 countries. Based in Austin, SailPoint is operating entities in 7 countries: US, UK, India, Netherlands, Germany, Israel and Singapore.

Rapid expansion has always kept SailPoint's IT team on the its toes. Before cloud services became a viable option, the threat of a network outage at any point in the day or night was cause for concern. "If the power went down in our headquarters at 2am, you can bet that business activity in India would slow down until we resolved it," explains Tim Goldenburg, Director of IT at SailPoint.

### Growth Drives SailPoint to The Cloud

In its early years, SailPoint relied on Microsoft Exchange Server Standard Edition for collaboration. But around the five-year / 250+ employee mark, the company reached an impasse, outgrowing Exchange from a server and licensing standpoint. "I crunched the numbers," Goldenburg reflects. "It would have cost us about \$40,000 to get current on Exchange 2010 with the right failover model in a clustered Exchange environment. We were happy with Exchange, but that was more than we were ready to spend."

Around that same time, SailPoint was acquiring a small software company that had been using the Google Cloud Platform successfully. "They championed SailPoint's move to Google," Goldenburg explains. "I looked at the Google Apps and compared their offerings with Microsoft Exchange. They weren't the same. I tried to set realistic expectations, but the cost savings with Google outweighed any potential downside."

SailPoint migrated to the Google cloud in late 2010. Many employees preferred to continue using Microsoft Outlook, which was possible with Google's plug-in for Outlook.



"Our transition from Google to Office 365 went very smoothly. From day one, our executives and sales teams were ecstatic."

-Tim Goldenburg  
Director of IT | SailPoint

## Executive Summary



### About SailPoint

- [www.sailpoint.com](http://www.sailpoint.com)
- Leading provider of enterprise identity management solutions
- Headquartered in Austin, TX; offices in India, satellite office globally
- 210 employees/users

### Challenge

- Inconsistent synchronization of Outlook data within the Google cloud
- Inadequate conferencing and collaboration tools
- Inability for Mac users, 40% of the organization used Outlook

### Solution

Migrate to Microsoft Cloud Solutions, including Office 365 and SharePoint

### Results

- Enterprise-class solutions optimize communications between customers, coworkers, and other stakeholders
- Web-based conferencing with Lync delivers efficient communications
- Collaboration through SharePoint extends the integrated environment

## Google Apps Fall Out of Sync

Before long, SailPoint employees became frustrated with their new platform. “Google has a nice basic product, but they really want you to use their apps,” says Goldenburg. “Google Apps Sync for Outlook is problematic, and there is no way to work around it. Additionally, our organization is 40 percent Mac, and Google doesn’t offer Outlook for the Mac.

“For those who could use Outlook, calendaring was particularly bad,” he notes. “Invitation updates were sent to everyone in our company rather than just those who had accepted. Some entries were erroneously sent to customers. We had issues with Google Apps Sync for Outlook, and Google was very slow to address these issues. That pushed our move off Google. Within six months, everyone was tired of it.”

## Office 365 | The Right Solution at the Right Time

For SailPoint, the June 2011 release of Office 365, Microsoft’s powerful cloud solution, was perfectly timed. Office 365 combines familiar Microsoft productivity, collaboration, and communication tools to support workers virtually wherever they are, on almost any device. With monthly pricing that is competitive with Google, Office 365 was within SailPoint’s budget.

Strategic SaaS supported SailPoint’s migration to the Office 365 beta version in late April — just before the company’s sales kickoff meeting in July. “Within a year of moving 100 employees to Google, we had to uninstall the plug-in and move about 150 users to Office 365,” Goldenburg says. “Fortunately, with Strategic SaaS’ support, our transition from Google to Office 365 went very smoothly.”



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“I’ve read about IT professionals worrying that a cloud migration will eliminate IT jobs. Frankly, our move to Office 365 has simply freed up our resources to become more proactive. Rather than spending time on backups, server fails and weekend fixes, our team now focuses its energies on development and production issues, making IT’s impact more valuable to the organization.”