

Seamless cloud migration

How Capability BPO transformed operations with a rapid move to Microsoft Azure.



**CUSTOMER
SUCCESS STORY**



Customer challenge

Capability BPO is a business process outsourcing provider with operations across globe, employing 500–1,000 people. Its growth was being constrained by high operational costs, limited scalability, and mounting security risks associated with its on-premises infrastructure.

Separate Active Directory forests and Microsoft 365 tenants across Capability BPO and its partner organisation created barriers for collaboration, resource sharing, and secure access to applications. Servers hosted in a third-party data centre added to costs and complexity. To stay competitive, the business needed a cloud-first approach to simplify operations, reduce expenses, and enable future growth.

The solution

First Technology partnered with Capability BPO to design and execute a phased migration strategy that moved all major workloads (including Helpdesk, Time & Attendance, and Finance) from their third-party hosted servers into Microsoft Azure.

Over just eight weeks, the migration established a secure, scalable, and modern cloud environment using Azure Virtual Machines and Virtual Networks.

The result was a seamless, zero-downtime transition that gave Capability BPO a robust platform for long-term growth.

“First Technology's expertise was invaluable. They understood our challenges and delivered a seamless, efficient migration to Azure with zero downtime for our critical operations. We now have a platform that can truly support our business growth.”

Stefan Serkel | CIO at Capability BPO

The results

- **Performance Gains:** Application response times have improved by 20%.
- **Cost Savings:** Infrastructure costs have reduced by 15%.
- **Scalability & Agility:** Ability to scale workloads up or down on demand.
- **Security & Compliance:** Strengthened governance with Azure's enterprise-grade protections.