

CASE STUDY

Frestine Dairy's Seamless Migration to Microsoft 365



Frestine Dairy

Established in 2020 in the heart of Victoria's dairy country, Frestine Dairy has grown into a globally recognised supplier of premium milk powders and dairy ingredients. Built on a foundation of sustainability, transparency and long-term partnerships, Frestine delivers exceptional quality to clients across Australia and Asia.

As the business expanded, Frestine needed a reliable technology partner who could support its operations with minimal disruption. Unified IT was the natural choice, with a reputation for fast response times, professionalism and proven ability to deliver practical, dependable solutions. Our deep understanding of Frestine's operational needs and hands-on approach made us an ideal partner to support their next stage of growth.

The Challenge

As Frestine Dairy scaled, their existing IT setup, centred around Google Workspace, began to show limitations.

The business engaged Unified IT to deliver a full migration from Google Workspace to Microsoft 365 Business Premium. The project included:



Moving all user accounts, data and emails into a single, unified Microsoft 365 environment



Decommissioning Google Workspace



Setting Microsoft as the default platform for all communications and productivity

Frestine also required a fully integrated Teams Calling solution and improved software management across devices – all while ensuring business continuity and minimal disruption to daily operations.

Catherine Octafianto,
Head of Accounting & Finance
for Frestine Dairy explains:

“Collaboration across multiple locations was becoming increasingly fragmented, and the lack of integration between tools was making it difficult to support our hybrid workforce effectively. With employees based in Australia and overseas, we recognised a growing need for secure, centralised access to systems and more responsive local IT support.”



1



Conducted a thorough assessment of Frestine's existing environment

2



Set up a temporary Microsoft 365 domain

3



Provisioned a Microsoft Teams Calling solution in parallel

4



Supported staff with clear migration guides and training resources

5



Checked in regularly with Frestine's leadership team

6



Final cutover completed over a weekend

The Solution

Unified IT approached the migration with a deep understanding of Frestine Dairy's business objectives and day-to-day operational needs. From the outset, the team took a consultative and collaborative approach – conducting a thorough assessment of Frestine's existing environment, including multiple Google Workspace accounts and several mismatched Microsoft 365 subscriptions already in use across the business.

To minimise disruption, Unified IT developed a tailored migration plan that prioritised business continuity at every stage. This included setting up a temporary Microsoft 365 domain to allow new users to onboard and begin using the platform ahead of the full cutover. The team also provisioned a Microsoft Teams Calling solution in parallel, ready to go live as soon as the migration was complete.

A detailed mapping of all data types and user requirements ensured a smooth and secure transition of files, emails and user accounts. Staff were supported with clear migration guides and training resources, giving them confidence ahead of the change. Regular check-ins with Frestine's leadership team kept communication open and aligned throughout the process.

To avoid downtime, the final cutover was completed over a weekend. When staff returned to the office on Monday, a Unified IT expert was on-site to help with profile setup and provide light training to support the transition. The Teams Calling rollout was activated shortly after, without disruption.

Through careful planning, responsive service, and clear communication, Unified IT delivered a seamless transition to Microsoft 365, exceeding expectations and setting Frestine up with a secure, scalable platform for the future.

“Since moving to Microsoft 365, we’ve seen marked improvements in efficiency and communication. The integration across Outlook, SharePoint and OneDrive has made collaboration much easier, and our systems have been stable and seamless ever since. Teams Calling has also transformed how we stay connected across sites – it’s professional, flexible and simply works.

Our dedicated account manager and the Unified IT team made the transition seamless. They were extremely helpful, approachable, knowledgeable and clearly committed to delivering a high standard of service. Their responsiveness and proactiveness made us feel supported at every step.”

Catherine Octafianto,
Head of Accounting & Finance,
Frestine Dairy



Key Results

The migration to Microsoft 365 has delivered immediate, tangible benefits for Frestine Dairy. Staff now operate in a more unified, reliable and user-friendly environment that supports productivity across teams and locations. With integrated tools like Outlook, SharePoint, OneDrive and Microsoft Teams, collaboration has become significantly smoother – enabling greater efficiency and easier access to shared documents.

The introduction of Teams Calling has been particularly impactful, replacing fragmented systems with a single, streamlined solution. Frestine now has a dedicated business landline, enhanced professionalism in external communications, and improved call quality and reliability across both local and overseas teams.

Most importantly, the entire migration was completed with zero downtime – a critical success factor for a growing, fast-paced organisation like Frestine.

Ready to Streamline Your IT and Improve Efficiency?

Get in touch to learn how our managed IT support services can help your business grow with confidence.

- 1300 120 698
- unifiedit.com.au
- info@unifiedit.com.au