EPIC FUSION
BRING IT ALL TOGETHER

SUCCESS STORY
HOTELPLAN

MODERN WORKPLACE TRANSFORMATION AT HOTELPLAN – SECURE SEPARATION, SEAMLESS MIGRATION.

FROM A SHARED TENANT TO A STANDALONE WORKPLACE PLATFORM.

Epic Fusion supported the Hotelplan Group during a critical phase of transformation. Following the sale by Migros, the entire digital work environment had to be re-architected and rebuilt from the ground up. The objective was a clean separation – without compromising on security, performance, or user experience.

ABOUT HOTELPLAN

The Hotelplan Group is one of Switzerland's leading travel providers and operates globally. The company owns established brands such as Hotelplan and Interhome, known for high-quality travel offerings and holiday accommodations. With a broad portfolio, Hotelplan serves customers worldwide and consistently relies on robust digital support throughout the entire customer journey. Every day, several thousand employees ensure that trips are planned and executed smoothly. Accordingly, a high-performance, secure, and flexible IT landscape is essential, enabling both internal processes and collaboration across locations and countries.

~ 2'500 EMPLOYEES
→ MODERN WORKPLACE
\+ INCREASED EFFICIENCY
↑ FULL AUTONOMY
< REDUCED COMPLEXITY

Hotelplan

«What started as a complex corporate separation became an opportunity: two independent Microsoft 365 tenants, over 3,900 accounts, and 2,000 devices – migrated in a single weekend without business disruption. Today, Hotelplan is more secure, agile, and future-ready than ever before. Epic Fusion not only delivered, but far exceeded expectations.»

Uwe Repp
Director of Infrastructure & Cloud
Hotelplan Group

«The project was highly complex due to the migration to two separate tenants. In addition, the timeline was very tight and allowed little room for delays. However, thanks to the valuable support from Epic Fusion and their deep technical expertise, we were able to develop a structured and well-organized plan, which enabled us to successfully implement the project.

Catalina Dolder
Project Manager
Hotelplan Group

SUCCESS STORY

Initial Situation and Objective

From a single Tenant to two independent Platforms – driven by two separate Divestments.

Following the sale by Migros, the Hotelplan Group found faced a unique situation: Hotelplan and Interhome were sold to two different owners. The previously shared Microsoft tenant was therefore no longer viable – a complete IT separation was necessary to accommodate different structures, governance requirements, and future strategies.

This significantly increased the complexity: Instead of a single migration, two independent Microsoft 365 tenants had to be set up in parallel – each with its own identity, security baseline, and operating model. Data and services that had become tightly intertwined over the years had to be neatly separated and assigned to the correct target environments without disrupting ongoing operations. Shared Teams, SharePoint sites, mailboxes, and distribution lists had to be clearly divided and migrated. This required dual coordination streams, synchronized cutover planning, and close alignment with both organizations throughout the entire process.
The scope was substantial: thousands of users and devices, as well as hundreds of teams, were transferred to two completely separate tenants. The goal was not only technical separation but also the creation of two modern, secure, and future-ready workplace platforms that employees could use immediately from day one.

Solution

Two modern Microsoft 365 Tenants – with different Architectures to support different Visions for the Future.

Epic Fusion developed a solution for the Hotelplan Group that goes beyond simple tenant separation. Through architecture workshops, individual target states were defined for Hotelplan and Interhome, resulting in two deliberately differentiated platforms. Hotelplan as a hybrid cloud with integrated on-premises components, and Interhome as a fully cloud-based solution.

Based on Microsoft 365 and Microsoft Azure, two independent tenants were created with integrated services (including Exchange Online, Teams, Security, and Device Management). Azure Virtual Desktop enabled flexible, location-independent working across both organizations. Security was consistently implemented in both environments using a Zero Trust approach, including MFA, Conditional Access, and PIM. Despite clear separation, collaboration was maintained: Through a multi-tenant organization (MTO) with B2B collaboration, both companies can continue to work together securely across tenant boundaries. With separate environments, but seamless collaboration where needed. At the same time, Epic Fusion empowered the IT teams to independently further develop their new platforms.

SUCCESS STORY

Project

Structured Migration across two Environments – global, without Reinstallation, and with minimal Impact on Users.

The complexity of this project was less about volume and more about executing two parallel, independent migrations with different architectures, timelines, and a highly interconnected legacy environment. Accordingly, the project followed a clearly structured approach with close coordination between Hotelplan and Interhome.

Following initial workshops, the architecture and migration strategy were defined. This was followed by the setup of the tenants, a complete inventory, and several proof-of-concepts to identify risks early on and prepare for the cutover. A key challenge was device migration: Thousands of devices in use worldwide were distributed across the two target tenants without requiring reinstallation. For users, everything remained business as usual – with no data loss or disruption to productivity.

Data migration was executed as a carefully orchestrated weekend cutover, handled separately for each tenant. Thanks to rigorous planning, extensive testing, and close collaboration with Epic Fusion, the project was delivered on schedule and largely without operational disruption – despite its dual complexity.

RESULTS

>3‘900 ACCOUNTS
>2‘000 DEVICES
>500 TEAMS

Fully migrated within a single migration weekend, without any disruption to daily business operations.

2 COMPLETELY INDEPENDENT M365 TENANTS

Hotelplan and Interhome are digitally independent and no longer dependent on each other.

A NEW STANDARD IN SECURITY

A Zero Trust foundation, a new PIM concept, and current conditional access policies create a future-ready security architecture.

COMPLETE INDEPENDENCE

Hotelplan IT team has been empowered to independently administer and further develop both tenants.

«The engineers at Epic Fusion provided highly professional and focused support, leveraging their deep expertise to help us set up our own tenants. The recommended best practices enabled an optimal balance between stringent security requirements and user-friendly usability. Their dedication and commitment throughout the migration process were also exceptional, contributing significantly to the project‘s success.»

Philipp Gasser, System Engineer, Hotelplan Group

HOTELPLAN HAS SUCCESSFULLY MADE THE TRANSITION TO DIGITAL INDEPENDENCE. WHAT ABOUT YOU?

Get in touch

START AN EPIC JOURNEY.
GET AN EPIC WORKPLACE.

We are Epic Fusion – connecting what truly makes businesses thrive: people, organizations, and technology. We don‘t believe in isolated tools or quick fixes. Instead, we create integrated digital workplaces that work, provide security, and deliver measurable impact. With years of expertise in Cloud, Data, Security, Modern Workplace, and AI, we build the digital foundations that enable organizations to grow sustainably. We design resilient cloud infrastructures, deliver uncompromising security, unlock the value of data, and develop tailored business solutions that simplify, automate, and optimize processes.
We implement AI where it creates real business value. At the same time, we guide people through change, ensuring that new technologies are not only introduced but truly embraced. Epic Fusion means intelligently connecting everything, putting people at the center, and applying technology with purpose.

Digital first. Humans not second. That‘s our Epic Journey.

Learn more

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