



**EPIC FUSION**  
BRING IT ALL TOGETHER



SUCCESS STORY

**CITY OF ZURICH AND PARKING ZURICH**

**MICROSOFT 365 MIGRATION WITHOUT  
DOWNTIME: MASTERING COMPLEX  
DEPENDENCIES WITH CONFIDENCE**

# M365 TENANT MIGRATION: PARKING ZÜRICH AG IS SUCCESSFULLY INTEGRATED INTO THE CITY OF ZÜRICH'S IT INFRASTRUCTURE.

Parking Zürich AG was successfully integrated into the City of Zurich's IT environment through a highly complex Microsoft 365 tenant migration involving seven participating organizations. Despite challenging dependencies and without direct access to ShareGate servers, the seamless migration of 119 teams, 28 OneDrives, and 29 SharePoint sites was accomplished without any production downtime. This was achieved through clear planning, close collaboration, and effective coordination.

## CITY OF ZÜRICH AND PARKING ZÜRICH - DELIVERING RELIABLE SERVICES TOGETHERS

Parking Zurich was responsible for the operation and management of City of Zurich's public parking facilities. As part of the public service, the organization ensured reliable, customer-oriented, and cost-effective parking services. The operation is now integrated into the city administration and organizationally assigned to City of Zurich Real Estate (LSZ). The IT services are thus part of the city's IT landscape, which is operated by the Organization and IT Department (OIZ) for over 30'000 City of Zurich employees.

- ~ **30'000+ EMPLOYEES**
- **SEAMLESS MIGRATION**
- + **100% DATA INTEGRITY**
- ↑ **CENTRALIZED IT GOVERNANCE**
- < **ZERO DOWNTIME**



**Stadt Zürich**

# SUCCESS STORY

## Initial Situation and Objective

### From a standalone Environment to an integrated IT Infrastructure.

As a result of organizational restructuring, Parking Zurich had to be fully migrated into the City of Zurich's IT infrastructure. This made one thing clear: All existing Microsoft 365 services had to be transferred to the OIZ tenant – securely, seamlessly, and without disrupting end users. The primary challenge was not the volume of data itself, but the many technical and organizational dependencies involved. The project was further complicated by the lack of direct access to OIZ's ShareGate servers. All migration activities, log reviews, and issue analyses had to be coordinated through an external OIZ team, requiring precise communication, structured planning, and close collaboration across seven different organizations. All with a clear goal: to migrate all Parking Zurich services to the OIZ tenant, ensuring 100% data security and completing the migration without any production downtime. At the same time, all systems were to be seamlessly integrated into the City of Zurich's IT governance framework.

## Solution

### Strategic Migration: 1.4 TB of Data, Zero Downtime, 100% Integrity.

Epic Fusion implemented a structured, multi-phase migration approach designed to ensure security, stability, and transparency throughout every stage of the project. In total, the migration included 119 Microsoft Teams, 28 OneDrive accounts, 29 SharePoint sites, three Power Apps, and one line-of-business application including a PnP Search Web Part, representing more than 1.4 TB of data.

First, a comprehensive proof of concept (PoC) was conducted to validate all scenarios and identify potential risks. Based on the PoC findings, a detailed migration plan was developed that addressed all dependencies. The migration itself took place in iterative steps with continuous testing and validation. The final cutover was completed smoothly, with no disruption to business operations and all systems fully operational immediately after go-live. Careful planning, clear communication among all stakeholders, intensive coordination, and regular consultations were crucial to the project's success.

## Project

### Clear Coordination as the Key to Success.

This project was characterized by a large number of interfaces and stakeholders. The complexity of the project lay in coordinating seven different organizations and the reliance on external entities at OIZ. Epic Fusion acted as the central project coordinator, ensuring that all migration activities, log reviews, and issue analyses were transparently planned, aligned, and executed. Regular checkpoint meetings with all stakeholders enabled continuous progress validation, rapid issue resolution, and effective decision-making throughout the project. The smoothly executed proof of concept was crucial, as it built trust early on, reduced risks, and laid a solid foundation for a successful production migration.

# RESULTS



## COMPLETE AND SECURE MIGRATION

119 Teams, 28 OneDrives, 29 SharePoint sites, 3 PowerApps, and one line-of-business application were migrated to the OIZ tenant with >1.4 TB of data without any errors. 100% data security and integrity with no data loss.



## ZERO-DOWNTIME GO-LIVE

The migration was completed without any production disruptions. All services remained seamlessly available, and users were able to continue working without interruption.



## OIZ GOVERNANCE COM- PLIANCE

All Microsoft Teams and SharePoint sites were migrated in full compliance with OIZ governance standards. The Power Platform was successfully deployed to the LSZ environments, and all business applications remained fully functional.



## ERFOLGREICHE ORGANISATIONSIINTEGRATION

Parking Zürich is now fully integrated into the City of Zurich's IT environment and has been organizationally incorporated into Real Estate Zurich (Liegenschaften Stadt Zürich, LSZ). The new structure enables more efficient IT management and better alignment with city standards.



**«Epic Fusion took the Microsoft 365 migration off my shoulders, allowing me to focus entirely on the remaining IT migration activities.»**

Peider Felix, former Head of IT, Parking Zürich AG

**THE MOVE TO AN INTEGRATED MICROSOFT 365  
ENVIRONMENT IS COMPLETE.  
WHAT ABOUT YOURS?**

Let's talk

# 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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