

Borderless CS
CYBER SAFE TOGETHER



Google Workspace to M365 Migration Customer success story

CLIENT: SENSIBLE CARE

INDUSTRY: HEALTHCARE & AGED/DISABILITY SUPPORT SERVICES

CLIENT WEBSITE: [HTTPS://WWW.SENSIBLECARE.COM.AU/](https://www.sensiblecare.com.au/)

SERVICE: GOOGLE WORKSPACE TO MICROSOFT 365 MIGRATION

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Google Workspace to Microsoft 365 Migration - a success story



Customer Success Story

Sensible Care Migrates Seamlessly from Google Workspace to Microsoft 365 with Borderless CS

Overview

Sensible Care, a compassionate Australian provider of home care, aged care, and disability support services, partnered with **Borderless CS** to transition its organisation from Google Workspace to **Microsoft 365**. The migration aimed to strengthen security, modernise collaboration tools, and create a scalable technology foundation aligned with the organisation's rapid growth.

Borderless CS delivered an end-to-end migration with no operational downtime — ensuring a smooth transition, complete data integrity, and a high level of staff engagement and training throughout the process.

Client website: <https://www.sensiblecare.com.au/>

Client Background

Sensible Care delivers essential community-based care services across Victoria. As the organisation expanded, its leadership recognised the need for a more robust and secure communication platform that could support:

- Enhanced collaboration within distributed care teams
- Stronger security and compliance controls
- Centralised document management
- Improved support for remote staff
- Better integration with healthcare systems and digital workflows



Microsoft 365 emerged as the preferred long-term solution.

The Challenge

Before migration, Sensible Care faced several challenges common in growing healthcare organisations:

- Fragmented communication channels
- Storage and sharing inconsistencies in Google Workspace
- Limited administrative control and compliance reporting
- Need for improved identity management and multi-factor authentication
- Desire for streamlined collaboration through Teams, Exchange Online, and SharePoint

A carefully planned and executed migration was required to minimise disruption to frontline care operations.

Borderless CS Engagement

Borderless CS engaged with Sensible Care to design and execute a **secure, zero-downtime migration strategy** tailored to the needs of healthcare operations.

Our Migration Approach:

1. Discovery & Assessment

Mapped users, groups, shared drives, mailboxes, calendars, and permissions within Google Workspace to build a detailed migration plan.

2. Microsoft 365 Tenant Setup & Hardening

Configured:

- Azure AD identity structure.
- MFA & Conditional Access.
- Exchange Online policies.
- SharePoint & OneDrive configurations.



- Security baselines aligned with healthcare compliance needs.

3. Pilot Migration

Conducted a controlled pilot with selected users to validate mail flow, drive mappings, data integrity, and collaboration features.

4. Full Production Migration

Delivered migration of:

- All mailboxes
- Google Drive data → OneDrive & SharePoint
- Calendars & contacts
- Shared corporate data with no loss of data and no service disruption.

5. User Training & Change Management

Conducted hands-on training sessions to onboard staff into Microsoft Teams, Outlook, SharePoint, and OneDrive.

6. Post-Migration Support

Provided 2 weeks of hypercare, visibility into M365 analytics, and optimisation recommendations.

Outcome

























Sensible Care now operates entirely on Microsoft 365, benefiting from:

- Stronger cybersecurity posture.
- Unified communication and collaboration.
- Improved data governance & retention.
- Modern productivity tools for remote and field staff.
- Seamless document management and sharing.
- Scalable cloud-based IT foundation.
- Administrative visibility and better operational oversight.

The transition was completed successfully, on schedule, and without downtime.



Google Workplace to Microsoft 365 Migration Project Scope

Source	→	Target	Source	→	Target
	Migration of mail Migration of calendar items Migration of contacts			Google Slides will be migrated and converted into MS PowerPoint format	
	Migration of G Vault to Exchange Online Archives			Google Calendar will be migrated and converted into MS Outlook format	
	Google Drive Data Migration to Corporate OneDrive			Google Meet Chat will be replaced by MS Teams	
	Google Drive Data Migration to SharePoint/Teams Document Libraries			SharePoint Forms can be used as a replacement Google Forms	
	Conversion of Google Sheets to Excel Macros			Google Keep will be replaced by OneNote	
	Google Docs will be migrated and converted into MS Word format			G Suite Marketplace will be replaced by the Microsoft Store	

★ Client Testimonial

“Borderless CS were great to work with. They encouraged me to learn and ensured I was included in everything. Working with Sunitha, Himali, and JP was a great experience.”

— Rachel Drost

Systems Administrator | Sensible Care

Conclusion

The Sensible Care migration showcases Borderless CS’s capability to deliver high-quality, secure, and user-friendly cloud transformation projects for healthcare organisations. By prioritising training, transparency, and operational continuity, Borderless CS ensured Sensible Care’s technology environment is now more resilient, secure, and ready to support their mission of care delivery.

