Techsperts
BUSINESS TECHNOLOGY SOLUTIONS



CASE STUDY

WorldQuest Orlando Resort

Seamless IT independence during a management transition

Hospitality · Orlando, FL | M365 migration + managed ITs | Techsperts, LLC

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CUSTOMER BACKGROUND

WorldQuest Orlando Resort is a vacation resort property in the Orlando, Florida area, operating on the **worldquestorlando.com** domain. In 2026, WorldQuest transitioned its resort management operations and separated its technology environment from the former management company and incumbent IT provider. New ownership engaged **Techsperts, LLC** as its managed IT services partner to establish a fully independent technology environment.

THE CHALLENGE

The transition required WorldQuest to stand up a completely independent IT environment on a compressed timeline — all while a 24/7 resort operation kept running:

- Email, OneDrive, and SharePoint data lived inside the previous owner's Microsoft 365 tenant and had to be cleanly separated.
- The worldquestorlando.com domain had to be transferred out of the previous owner's tenant and registrar to a new WorldQuest tenant without breaking mail flow.
- On-premises servers (a domain controller and an application server) had to be transitioned, and a sprawl of legacy, retired, and undocumented systems inherited from prior owners had to be identified and decommissioned.
- Every staff member across front desk, accounting, and operations needed to keep working with minimal interruption.
- Aging VPN, backup, and security tooling needed to be replaced with a modern, monitored stack.



THE SOLUTION WE DELIVERED

Techsperts planned and executed a full Microsoft 365 cutover migration and managed-services onboarding:

New Microsoft 365 tenant

Stood up a dedicated tenant for WorldQuest and coordinated an off-hours domain cutover to minimize disruption to staff and guests.

Data migration

Performed a delta email migration plus OneDrive and SharePoint data migration from the prior tenant.

Workstation cutover & identity

Reconfigured every user workstation onto the new tenant with multifactor authentication and additional security.

Server transition & cleanup

Took over and monitored the core domain controller and application server, and identified and retired roughly five legacy servers and backup appliances.

Modern managed stack

Deployed RMM monitoring, cloud backup, managed detection & response (MDR), and email security — with day-to-day support moved to the Techsperts helpdesk.

RESULTS

The engagement moved WorldQuest from a dependent, legacy environment to an independent, monitored, and secured platform.

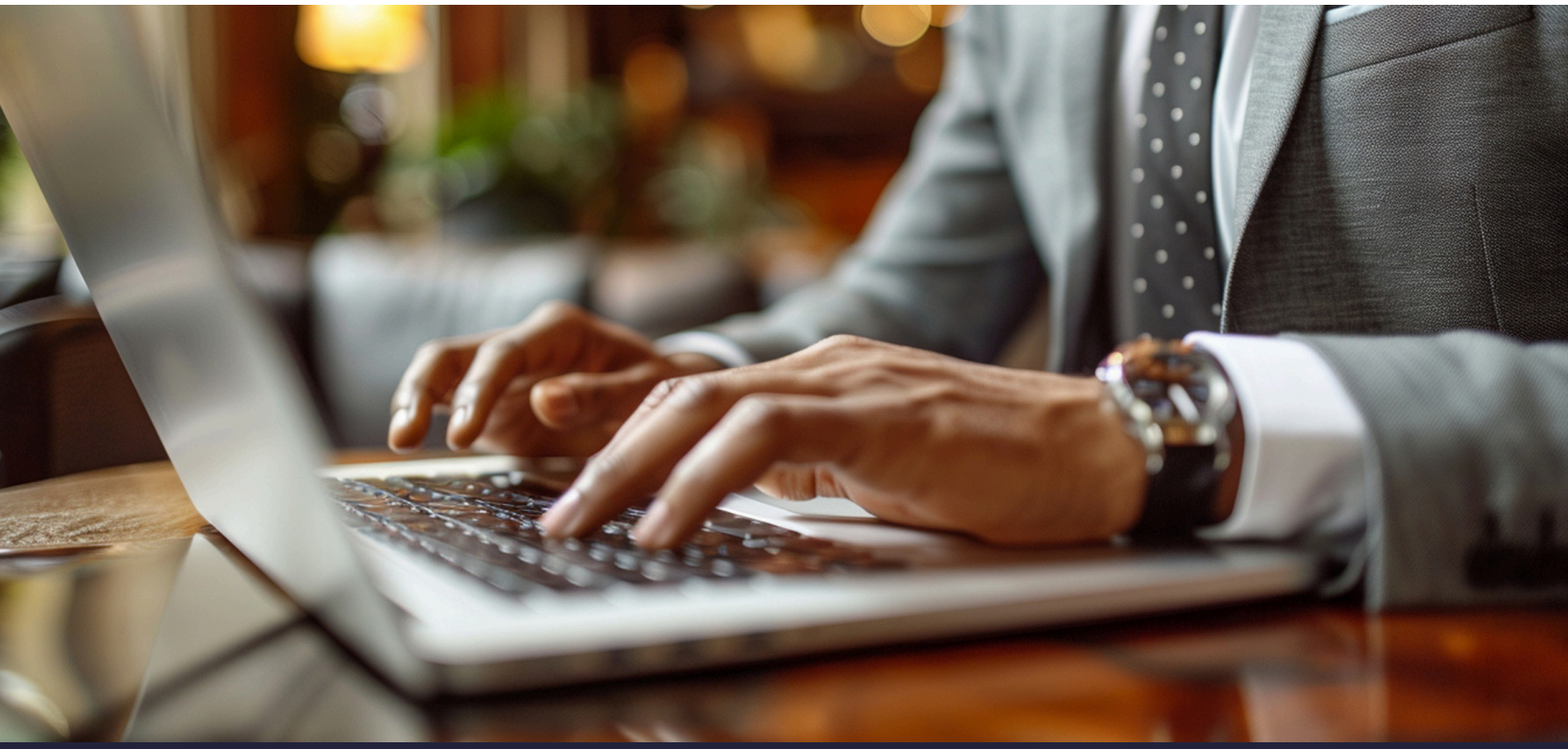
Outcome	What we can show today
IT independence	WorldQuest now runs on its own dedicated Microsoft 365 tenant, fully separated from the previous owner's environment.
Users & data protected	active mailboxes migrated to the new tenant and enrolled in cloud backup
Infrastructure modernized	Core domain controller and application server brought under 24/7 monitoring; llegacy/retired servers and backup appliances identified and decommissioned.
Security uplift	Modern stack deployed: managed detection & response, email security, and MFA — replacing legacy tooling.
Day-to-day support	Techsperts helpdesk now handling live requests — e.g., same-day new-hire onboarding, email provisioning, and document management.

IN THE CUSTOMER'S WORDS

> *Techsperts have exceeded my expectations every interaction and I worked in the IT industry for over 36 years. Very pleased with them*
>
> *- Joe McCormick, Managing Member, WorldQuest Owners Rental Club LLC*

WHAT'S NEXT

- Ongoing managed services: 24/7 monitoring, cloud backup, MDR, and email security under a single Techsperts service agreement.
- Active project: Modernizing existing hardware and systems.
- Continued optimization: Further server consolidation, lifecycle hardware refresh.



Let's Talk About What Techsperts Can Do for Your Business

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