

Successful Email Migration for Leading Global Manufacturer

~ on Time, on Budget.

THE CUSTOMER

Fortune 500 company that is a global leader in specialty glass and ceramics; and the engineering of keystone components that enable high-technology systems.

“The sense of urgency and consistent communication demonstrated by the migration team was top notch and instilled a high level of confidence.”

SVP & CFO of Leading Global Manufacturer

The Solution

- » Plan Global Exchange Server Architecture
- » Migrate 5,000 Global Users from Domino to Exchange
- » Migrate Mobile Communication Solution with Blackberry Enterprise
- » Domino Application Assessment
- » Implement Mail System Co-existence for Applications
- » Support, On-site and Remote Training

Benefits

- » Reduced support for multiple platforms, applications
- » Reduced risk and downtime
- » High degree of data fidelity
- » Reduced bandwidth
- » Support for disaster recovery business continuity
- » Increased interoperability and collaboration
- » Better positioned for compliance

INCENTRIC SOLUTIONS CASE STUDY

The consolidation of multiple mail systems into an integrated and consolidated mail platform is a complex task for any organization. A large division of a Fortune 500 corporation had heavily invested in leveraging the IBM Lotus Notes platform for more than just e-mail and calendaring. 12+ years of application development efforts directly led to business process improvements and operational efficiencies which have been significant in the division being able to establish their dominance in a competitive business market. Likewise, the cost of trying to maintain two different messaging and calendaring platforms is significant in the long term.

THE CHALLENGE:

- Minimize the impact on a global, highly-mobile sales force and manufacturing operations for an effective mail migration.
- Move 5,000 Lotus Notes users with four terabytes of mail, distributed across 15 countries, into an existing Microsoft Exchange environment.
- Enable over 4,000 existing Lotus Notes applications to seamlessly support business operations after changing the mail client from Notes to Outlook.
- Establish a co-existence mode of operations that allows the systematic reduction of Domino servers in a post migration environment.
- Move from distributed to centralized mail system architecture.
- Internal estimate of two years to complete migration.

THE SOLUTION:

- The Domino and Exchange environments were integrated using third party co-existence tools to allow the continuing flow of free/busy lookups, mail delivery, and Notes document link functionality.
- InCentric leveraged third party tools to migrate mail, calendar entries, resources, and mail groups.
- Custom scripts were developed to: map Notes users to Exchange accounts, find conflicting user and group names, and build custom addresses to expedite the migration process.
- Conduct Domino application assessment to inventory all Domino applications and determine co-existence viability.

**INCENTRIC
SOLUTIONS**

How can we help you today?

The decision to standardize on Microsoft Outlook and Exchange for messaging calendaring is a solid architecture decision and one that will enable better communications at a reduced operational cost for the Information Technology department. In an effort to further reduce cost, the architecture recommendation was to consolidate Exchange server operations to achieve an economy of scale for support and management. Of course, consolidation is only effective if the end state of the system is usable and accepted by the people performing business functions on a day-to-day basis.

- InCentric provided a detailed project implementation plan that was coordinated/approved by business units. This plan included detailed communication messages, help desk FAQ's, and a designated field force support for key management personnel.
- Complete global migration from planning to completion in five months. All migrations were accomplished within a 60 day window to accelerate the transition process.

MAPPING SUCCESS:

- Implementation of a world-class co-existence strategy that enabled the seamless operations of both the Exchange and Domino environments.
- Optimized the client mail architecture to provide the best performance and availability for the end-user.
- InCentric's strong technical leadership developed custom, detailed migration plans that minimized the downtime for each location during migration activities.
- Prioritized Salesforce.com users and more than 500 Blackberry users to minimize downtime to less than four hours during the migration window.

NEXT STEPS:

The manufacturer can now reduce total operating expenditures for the Domino environment by consolidating servers and applications – estimated 50% reduction in expenses in the first six months post migration.



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