

E-Mail Platform Migration

Migrating Users from Lotus Notes to Exchange, Preserving Data While Improving Functionality and Access

Overview

Country: United States

Industry: Financial Services

Service areas: Management Consulting, IT Integration & Implementation

Customer Profile: A world leader in financial protection employing 110,000 people worldwide and managing €34.7 billion in assets.

Business Challenge: The customer needed to transition its North American executive team from a legacy Lotus Notes e-mail system to Microsoft Outlook. The migration had to be seamless to avoid disruption in operations, provide interoperability with PDA and laptop devices, and preserve and transfer the existing e-mail archive.

VMC Solution: VMC's management consulting and IT implementation teams designed a platform solution and project plan to migrate the company's users. VMC executed a smooth and successful transition on time and on budget.

Benefits:

- Greater stability and scalability provided by the new platform VMC designed
- Minimal disruption to operations
- Preservation of critical data
- Improved access to email via Blackberry and laptop devices.

Business Challenge

The customer needed to transfer executive users from the company's old IBM Lotus® Notes® e-mail platform to new Microsoft® Exchange servers running Microsoft Outlook®.

A new communications platform was required to support access to email via both desktops/laptops and Blackberry® mobile devices. The company also needed to maintain co-existence and interoperability with the Lotus mail environment for communication with those users who would still on the old platform.

Because the executives' existing e-mail contained sensitive, confidential, and essential information, preserving the existing Notes e-mail was vital.

VMC Solution

VMC initiated project planning and implementation services to accomplish the transition from Lotus Notes to Microsoft Outlook. VMC analyzed the client's requirements and proposed a solution that would preserve existing email data while providing users with all of the advanced capabilities of the new Outlook email system.

Technical experts from VMC designed a system configuration that would facilitate migration and give executives easy access to their new e-mail on multiple platforms, while preserving existing data and maintaining communication capabilities with those users who still remained on Lotus Notes.

VMC used its proprietary VMC Implementation Methodology (VIM) to structure and manage the project. This disciplined methodology allows VMC to craft solutions that meet the unique technical requirements of each project, contained within a tightly structured and staffed project framework that ensures consistent application of best practices.

The email servers required extensive reconfiguration to build a bridge from Lotus Notes to Outlook. VMC applied its outstanding network and server expertise to migrate existing data and implement new Microsoft Exchange servers and Lotus Notes connector servers, and to install servers to enable Blackberry email. Applying its extensive knowledge of Exchange server technology, VMC successfully brought online two front-end Exchange servers connected to a Tumbleweed® gateway, an Exchange back-end cluster, a SQL server cluster, two Blackberry enterprise servers, and two Notes connector

Results

VMC completed the project on schedule and within budget, a major achievement in view of all the new infrastructure components that were implemented and integrated. The project team successfully migrated senior executives from the Notes environment to the new Exchange environment and provided e-mail access via their Blackberry devices, while still allowing users to access earlier Lotus Notes e-mails.

VMC's project solution also made a valuable contribution to the customer's corporate computing environment, with the installation of a robust communications platform that can support future growth. VMC installed eight servers to support the new email system and added the new capability of Blackberry mobile email.

Based on success of the project, the company now plans to work with VMC to roll out the new messaging environment to its thousands of field users across the United States.

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