

2010

Customer Case Study for Enterprise Mail Migration

Using SysTools® Export Notes

Published On: 13th August 2010



Customer Profile

A UK-based Advertising Agency located at London's West End with clientele such as Vauxhall, Opel, GM, E-On, Halifax and Morrisons. They have around 200 employees.

Scenario

Customer was leveraging Lotus Notes application for meeting their messaging requirements since last 10 years. The migration need originated the day it was transpired that someone in the agency had deleted all of the Lotus Notes admin ID files. So, it was not possible to rebuild the failing Server without starting it again. Lotus Notes 8.5 was not out and the team lacked the skills to work on Lotus Notes application; so, the choice was Exchange 2007 for them.

Among the benefits seen for choosing the new platform, the most prominent one was the designing and implementation to allow hosting of email for other group companies, which would render a "group cloud" hosting solution.

Considering the daily average, they experienced about 4,000 emails transported in a day, which included all internal and external mails but not spam mails etc.

There were approximately **200 mailboxes** that were to be migrated to Microsoft Outlook environment. The average size of the mailbox was around **1.5 GB** and total size of data to be migrated was over **350 GB**.

Strategy

There had been various failed attempts previously in the time-frame of two months, initially done with the design and concepts. The installation and testing was done using a “spare” unused domain name and then Microsoft Connector installation was done, which didn’t prove fruitful. Some other tools were used previously, but they were very expensive and were anyway based on the MS Connector only.

The efforts were going in vain and this time around, the plan was firmly constructed keeping the cost factor in mind. When the alternatives were looked at, one of the most inexpensive options that appeared to them was SysTools Export Notes software. Testing proved it to be successful, so virtual desktop was created and it was run against the mailboxes.

Apart from that, the proposal was to have almost ZERO downtime due to migration to the Outlook platform from the existing Lotus Notes platform. Considering this, the migration was planned over Christmas.

The Agency selected **SysTools Export Notes** software as their migration product to perform the migration of Lotus Notes NSF files to Microsoft Outlook PST files. The migration strategy proposed by the Agency was to convert Lotus Notes NSF files to Microsoft Outlook PST files using SysTools Export Notes software.

Risk Factors

The Agency performed a risk analysis considering the complexity and intricacy involved in the migration process. Some of the major risk factors that were identified are as follows:

- Considering that the Notes server was blue screening once a week and corrupting mail files in the process, the risks with such a hap-hazard migration were negated by the risks of not doing a migration.
- It was considered that they would have gone to empty mailboxes and Notes still running for reference, but SysTools Software prevented this from being a requirement.

Actual Migration

The Agency planned the migration over Christmas to allow maximum downtime. Old accounts of users were frozen and a new mailbox was created. After that, the PST file was created and the emails were transferred into the respective accounts of all users.

SysTools Export Notes was used for doing the migration. The product was found to be very easy of use. Also, it was experienced that to follow up with the SysTools support staff was a very simple process. The data was kept private during the migration process. The migration from Notes to Outlook was fast and effective. No problems were encountered with the admin IDs, as the NSF was off the server.

During the migration process, it was found that two mailboxes were not converted by the SysTools product. The problem email was found and removed manually, which worked to successfully migrate one of the two mailboxes.

Conclusion

A UK-based Advertising Agency successfully migrated to Microsoft Outlook email environment seamlessly with the help of a product like SysTools Export Notes. The product was found to be very easy-of-use. The migration from Notes to Outlook was fast and effective. Data was kept private during the migration. No big problems were encountered and the migration was almost smooth; not only because of product's efficiency, but also because of the relentless and high quality support provided by SysTools Support team.