



LP Displays Uses Quest's Solution to Save Millions, Reduce Deployment Time and Unify Its Global Messaging in Migration from Notes to Exchange Server 2007

In August 2001, LG Electronics and Philips Electronics formed a partnership and established LP Displays (previously LG.Philips Displays) as a joint venture. LP Displays' head office is in Hong Kong and it operates production bases and branch offices in Europe, Asia and South America. It has more than 11,000 employees worldwide. LP Displays manufactures Braun Tubes for TV and PC monitors. In 2007, LP Displays implemented a new messaging infrastructure to integrate its worldwide business network. It also wanted to significantly improve the existing messaging environment of its worldwide factories, branch offices and head office for 24x7 communication and collaboration.

The Challenge

LP Displays has a massive global business network and found it difficult to operate an integrated organization. In the manufacturing industry, integrating basic production information is critical to smooth operations. LP Displays decided to change its existing Lotus Notes and Domino-based messaging infrastructure to Exchange Server 2007 to streamline communication and collaboration across the entire enterprise.

LP Displays needed to link regional IT infrastructures to help achieve its integration goal. "The mail user account information is linked with our human resource management system for each organization in the company," said Kyu Won Oh, Information Technology Group, LP Displays. "But worldwide, user information between each regional organization was not linked. In order to resolve this problem, we've integrated users' information and domains based on Microsoft's Active Directory since 2004."

But after doing so, another problem became apparent: how to make mid to long term IT investments cost-effective and provide appropriate tools for effective communications and collaboration. "In 2005, we upgraded Notes from R5 to 6.5.4 and we found it was different from each regional client messaging environment," Oh said. "Moreover, the mid to long term product roadmap for Notes' messaging and collaboration was not clear."

To achieve its goal of providing collaboration and communication services optimized for its global business network, LP Displays began to investigate Exchange Server in the second half of 2005. In 2006, the project progressed quickly. "In the second half of 2006, we started a proof of concept project for a centralized Exchange environment rather than branch office system operation," Oh said. "As a result, we realized that too much network traffic converged and it caused serious problems, such as service delays. Consequently, we designed the entire architecture as a distributed environment with systems in key locations, including Hong Kong, Korea, Brazil and China."

LP Displays had originally considered deploying Exchange Server 2003. But it changed its plans when the CIO decided that it would be better to deploy the latest version -- Exchange Server 2007 -- for a more advanced messaging environment.

The Quest Solution

LP Displays' Exchange Server deployment project required the greatest possible efficiency, cost-effectiveness and productivity in migration tasks. It was not easy to change the mail system, because it managed more than 5,000 mail accounts worldwide. If any tasks were delayed even slightly, or a problem arose, business operations would be adversely affected. So, deployment had to proceed rapidly and accurately, following sufficient evaluation and preparations.

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— Kyu Won Oh
Information Technology Group
LP Displays



Overview

Headquarters

Hong Kong

Critical Needs

A migration tool that would migrate all Notes data seamlessly and quickly — without affecting end users

Solution

Notes Migrator for Exchange

Results

- Minimized user inconvenience during and following migration
- Saved more than KRW 40 million
- Reduced migration time by more than 60 percent

To ensure communications were not interrupted during the migration, LP Displays researched the most effective migration plan before deploying Exchange Server 2007. It discovered the practical approach was to use a migration tool from a third party.

LP Displays originally considered Microsoft's Transporter Suite "This tool did not support local archive or replication that is backed up in individual PCs by Notes client users or in contact information," Oh said. "And if a mailbox or address template had been customized, Microsoft Transporter Suite would display a warning message and then simply close down. So there were some limitations for consistent user account and data migration."

Deployment of a dedicated migration tool was necessary to minimize user inconvenience during the migration and to ensure a rapid and complete migration. LP Displays looked into various migration tools from Microsoft Korea, Microsoft Hong Kong and Atos Origin from Europe. And after evaluating five to six tools presented by these companies, LP Displays decided that Quest Software's Notes Migrator for Exchange was the most appropriate tool.

LP Displays' top priority in migration was support for multiple languages. Its business network range is wide because the company needed to support double-byte characters, including Korean and Chinese, as well as single-byte characters, including English. Notes Migrator for Exchange was the only tool that properly supported multi-language migration.

After deciding on Quest's Notes Migrator for Exchange, the project accelerated. After the distributed architecture was chosen in 2006, migration tasks were performed in stages for seven locations in Asia, Europe and South America. Exchange Server 2007 was deployed at the first site, the Hong Kong head office, in March 2007. Migration of user accounts and data followed within a few months. The migration project will expand continually to other areas.

The Bottom Line

LP Displays' use of Quest's Notes Migrator for Exchange minimized user inconvenience and reduced costs significantly.

When migrating a messaging system with many accounts, the most frequent complaint of users is that their mail, contacts and calendar data is damaged or missing. To minimize this inconvenience, LP Displays maintained the existing and new environments concurrently during the migration. Reducing this coexistence period was the most important goal for the migration. "If the migration had been performed without Quest's Notes Migrator for Exchange, users would have needed to use Notes and Outlook at the same time for a certain period to view their backed-up mail," Oh said. "Thanks to Notes Migrator for Exchange, there were no instances of lost data. In particular, encoded e-mail and Notes Doclink were perfectly migrated, minimizing user inconvenience."

In terms of savings, LP Displays had analyzed the cost difference between using Notes Migrator for Exchange and not using it before the migration. The results showed that there were two areas where the company would benefit. "If we hadn't used Notes Migrator for Exchange, we would've needed to operate an Exchange Server and a Notes server for a certain period of time, resulting in double maintenance costs," Oh said.

There were also tangible cost savings from reducing the labor hours required for the project. According to LP Displays' analysis, nine people would have been required for about three months to complete the migration if it hadn't used Notes Migrator for Exchange. Using the migration tool, however, meant that only one month was required to complete the project. "Using Notes Migrator for Exchange, we saved about KRW 40 million," said Oh.

The dramatic reduction in the migration timeframe also yielded significant productivity benefits because users could begin taking advantage of the powerful Exchange Server 2007 features that facilitate day-to-day business activity.

Having experienced the benefits of Notes Migrator for Exchange, LP Displays is thinking about deploying Quest's other Exchange Server management solutions for other projects. "We want to increase Exchange Server and we are currently exploring Quest's MessageStats," commented Oh.

About LP Displays

LP Displays, formerly LG. Philips Displays, is a leading supplier of color picture tubes for use in televisions and computer monitors. With annual sales for 2006 exceeding USD 2 billion, the company produced one in every four television and computer monitor tubes sold and close to 50 million tubes for a worldwide market share of 27 percent. LP Displays, with its management team in Hong Kong and global operations spanning Asia, Europe and the Americas including plants in Brazil, China, Indonesia, UK, Netherlands and Korea, employs over 11,000 people worldwide.

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