



## Quest Provides Ministry Health Care the Right Prescription for an Efficient, Cost-Effective Migration

Ministry Health Care is a network of hospitals, clinics, and other health-related organizations operating across the central, northern, and northeastern regions of Wisconsin and eastern Minnesota. The organization offers a complete continuum of care through acute and tertiary care hospitals, physician clinics, long-term care and assisted living facilities, home health agencies, hospices, and numerous other programs and services.

When Ministry Health Care needed to collapse multiple Exchange 5.5 environments into one and upgrade to Exchange 2007, it turned to Quest Software for migration, reporting and monitoring solutions.

### The Challenge

The IT team at Ministry Health Care provides services and support for 12,000 desktops that are used to access electronic health records and patient care applications. In addition, the data center team maintains 14 regional data centers that host the patient care systems for Exchange, business productivity and health care management.

A series of acquisitions required the IT staff to manage and facilitate communication among 11 separate Exchange environments. All of the systems used Exchange 5.5, a version no longer supported by Microsoft. This became a problem when Ministry Health Care began experiencing significant calendaring issues as a result of the federally-mandated daylight savings time changes and no patches were provided by Microsoft.

Client Server Technology Manager Chris Fallin recognized that it was time to consolidate its Exchange environments and upgrade them to a supported version. "Exchange 5.5 was a legacy platform that was posing a risk to our environment and compromising our ability to get messages and schedule our resources and meetings," said Fallin. "It was time to collapse all of these 5.5 environments into a single 2007 environment."

### The Quest Solution

Ministry Health Care began looking for help with migrating its 15,000 mailboxes. The IT staff met with Microsoft engineers to determine the best migration path. Microsoft proposed upgrading the Exchange 5.5 environments first to 2003 and then to 2007. This approach was unacceptable to Ministry Health Care because it would have taken at least two years and required extensive hardware investments.

After a thorough investigation of third-party alternatives, Ministry Health Care chose two solutions from Quest Software. "We needed a tool that could get us from Exchange 5.5 to Exchange 2007 in one step," Fallin explained. "After looking across the marketplace, Quest was the only one that provided a tool that was going to be able to do what we needed it to do."

Ministry Health Care selected Exchange Migration Wizard and MessageStats for the migration project,

Exchange Migration Wizard is an award-winning migration and coexistence application for transitioning Exchange 5.5-based environments directly to new or existing Exchange 2003 or 2007 environments. The product addresses the challenges of migrating huge amounts of messaging data with ZeroIMPACT™ on resources and users. It performs a gradual, unattended migration with a special focus on real-time synchronization for true coexistence during the transition period.

MessageStats is the most robust messaging reporting solution in the industry. It gathers and analyzes information on Exchange and other messaging components and then delivers reports for management and administrators. These reports help these users understand usage, identify trends, anticipate expenses, and forecast operational requirements for more efficient management of the messaging environment. MessageStats can save time and IT resources for organizations as they analyze their environments during migration planning.

### Overview

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– Chris Fallin,  
Client Server Technology Manager  
Ministry Health Care

### Headquarters

Milwaukee, Wisconsin

### Services

Health services

### Critical Needs

To consolidate multiple Exchange 5.5 environments into one and upgrade to Exchange 2007

### Solution

MessageStats, Exchange Migration Wizard, Spotlight on Messaging

### Results

- Enabled a smooth, one-step migration from multiple Exchange 5.5 environments to a single Exchange 2007 environment
- Delivered 100% ROI by avoiding costly alternative of using native tools
- Enabled proactive monitoring of Exchange
- Enabled clear cost justification for messaging-related policy decisions

## The Bottom Line

With the help of the Quest solutions, Ministry Health Care was able to collapse and migrate all of its 11 Exchange 5.5 environments into a single, more manageable Exchange 2007 environment in 18 months.

According to Fallin, the Exchange Migration Wizard delivered 100% ROI. "A direct comparison of the effort and resources required to follow the Microsoft upgrade path versus using the Quest tool would show that Migration Wizard easily paid for itself," he explained.

Quest MessageStats was a critical part of the planning phase. Native tools did not provide adequate insight into the organization's messaging environment. The IT staff knew that mail storage needs were increasing dramatically and straining the backup systems. And MessageStats gave the staff the hard data it needed to justify the migration based on real risks it could identify using the reports. Additionally, MessageStats helped the IT staff plan the new environment. "We bought the MessageStats tool and pointed it at our existing 5.5 environments," said Fallin. "That gave us the ability to size those environments: how much storage were they using and the amount of mail that they were processing internally and externally. We were able to run a number of reports on these 5.5 environments that allowed us to size for the 2007 environment."

MessageStats has proven to be invaluable even after the migration. "I couldn't believe the power of it," said Fallin. "I can generate reports of our top 10 message policy offenders, do mailbox profiles and quickly discover who is using the Outlook inbox for document retention instead of moving documents to a home directory. The granularity of MessageStats is incredible."

In order to receive real-time insight into the health of its new Exchange infrastructure, Ministry Health Care invested in Quest Spotlight on Messaging. This product provides intuitive, color-coded displays of the messaging environment, warning of performance problems early before they ever affect users or hurt productivity.

Spotlight on Messaging enables the Exchange administrator to be proactive and perform preventive maintenance on the messaging environment. "Instead of hearing from the help desk that something is down, we know about it before the users do," Fallin explained.

The IT staff is now using Spotlight to show the exponential growth of mail storage by creating executive summaries. These summaries will help Fallin to justify an e-mail retention program. "Spotlight reports indicate that if we don't get a retention system in place, the business is going to spend more than \$30,000 a year for additional disks," he said.

## About Ministry Health Care

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## About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 100,000 customers worldwide meet higher expectations for enterprise IT. Quest also provides customers with client management through its ScriptLogic subsidiary and server virtualization management through its Vizioncore subsidiary. Quest Software can be found in offices around the globe and at [www.quest.com](http://www.quest.com).