

## Coca-Cola reduces its migration timeline by 33% with Migrator for Notes to Exchange



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*Alicia Graham, Senior Systems Specialist  
Coca-Cola Bottling Co. Consolidated*

### CUSTOMER PROFILE



<b>Company</b>	Coca-Cola Bottling Co. Consolidated (CCBCC)
<b>Industry</b>	Food, beverage and tobacco
<b>Country</b>	United States
<b>Employees</b>	3,000
<b>Website</b>	<a href="http://cokeconsolidated.com">cokeconsolidated.com</a>

### BUSINESS NEED

Coca-Cola Bottling Co. Consolidated needed to migrate 3,000 mailboxes, distribution lists and conference rooms from IBM Notes to Microsoft Exchange Server without data loss or disruption.

### SOLUTION

Based on the ease of installation, 24x7x365 technical support and cost-cutting migration technology, the company chose Migrator for Notes to Exchange. CCBCC also deployed Coexistence Manager for Notes to ensure Exchange and Notes worked well together throughout the transition.

### BENEFITS

- Reduced migration time 33 percent; completed two months ahead of schedule
- Migrated 3,000 IBM Notes mailboxes to Exchange Server with 100 percent accuracy
- Reduced external consulting costs through ease of use
- Preserved business workflow and ensured collaboration

### SOLUTIONS AT A GLANCE

- [Windows server management](#)

Coca-Cola Bottling Co. Consolidated (CCBCC) makes, sells and delivers carbonated and noncarbonated beverages, primarily products of The Coca-Cola Company. CCBCC is the largest independent Coca-Cola bottler in the United States and does business in 11 states.

Like many organizations, CCBCC made a strategic decision to standardize on a Microsoft®/SAP® platform. A key part of this strategy was to migrate from Notes to Microsoft Exchange Server and Outlook. Standardizing on the Microsoft messaging platform would provide a new collaboration experience for the CCBCC employees, while Exchange would support a wide range of mobile devices with Microsoft ActiveSync 4.5, thereby reducing costs.

CCBCC understood that the project would take several months, so it had to be carefully planned and executed to minimize business disruption. The requirements were clear: Approximately 3,000 mailboxes, distribution lists and conference rooms had to be migrated to Exchange without any data loss. Moreover, the Notes and Exchange environments had to coexist so that users could continue to collaborate and schedule meetings with other users, regardless of any individual's migration status.

#### **Multi-threaded architecture**

CCBCC contracted with InfraScience, a Microsoft Gold Certified Partner, to determine resources that could accelerate and simplify the migration. InfraScience provided the technical expertise to build a new Exchange environment on Dell PowerEdge rack servers running Windows Server 2008 and perform the Notes migration to Exchange. To meet CCBCC's migration and coexistence requirements, InfraScience and CCBCC evaluated Migrator for Notes to Exchange and Coexistence Manager for Notes. After carefully evaluating tool vendors on the market, CCBCC and InfraScience selected

Quest® based on ease of installation, 24x7x365 technical support and cost-cutting migration technology.

Migrator for Notes to Exchange mitigates risk of downtime and data loss and eliminates IT burden by ensuring a ZeroIMPACT migration of Notes email, calendars, tasks and personal address books to Exchange/Exchange Online (BPOS). CCBCC particularly liked Migrator for Notes to Exchange's status reporting, which makes it easy for administrators to monitor the migration progress.

CCBCC and InfraScience found that Migrator for Notes to Exchange delivered critical features that competing solutions lacked. "One of our most important requirements was that we needed the ability to preserve our mail folder structure," explains Mary Morabito, ISS technical services project manager at CCBCC. "For users who had created folders and saved email in their user-defined folder system, the folder tree structure had to remain in place. The other tools didn't allow that."

"Even when one mailbox is corrupted, a multi-threaded tool can continue to migrate other mailboxes; this is how Migrator for Notes to Exchange works."

*Mark Pierce  
Managing Consultant  
InfraScience*

#### **PRODUCTS & SERVICES**

##### **HARDWARE**

Dell PowerEdge rack servers

##### **SOFTWARE**

Coexistence Manager for Notes

Migrator for Notes to Exchange

Another feature that differentiated Migrator for Notes to Exchange from the competition was its multi-threaded architecture. “A single-threaded tool handles just one mailbox at a time, so if there is a corrupt mailbox, it takes a long time to timeout, and other mailboxes back up in the queue,” explains Mark Pierce, managing consultant at InfraScience. “In contrast, even when one mailbox is corrupted, a multi-threaded tool can continue to migrate other mailboxes; this is how Migrator for Notes to Exchange works.”

Along with Migrator for Notes to Exchange, CCBCC also purchased Coexistence Manager for Notes, which ensures accurate email and calendar flow between Notes and Exchange, preserving collaboration and maintaining business productivity.

### Increased productivity

CCBCC completed its migration from Notes to Exchange nearly two months ahead of schedule and reduced its migration timeline by 33 percent with Migrator for Notes to Exchange. “We began by migrating a 100-user pilot group in April, and then started our company-wide rollout in May,” says Morabito. “We targeted the project completion for the end of September, but we were able to accelerate our project deployment because we had the capability to migrate multiple mailboxes at once using Migrator for Notes to Exchange. The migration was completed by the beginning of August — almost two months ahead of schedule.”

The IT staff at CCBCC achieved additional cost savings by quickly learning how to perform migrations themselves, thanks to Migrator for Notes to Exchange’s ease of use and consulting from InfraScience.

“Later in the project, InfraScience’s role was to oversee the process and provide back-end support,” explains Morabito. “The knowledge transfer helped lower the cost of external consulting.”

Migrator for Notes to Exchange not only delivered a speedy and cost-effective migration, it delivered the complete migration that CCBCC needed. “Data fidelity was one of our primary requirements,” explains Alicia Graham, CCBCC senior systems specialist. “We didn’t want users to lose their contact information, especially on the business side; in particular, top management kept a large number of contacts in the Notes address book. All that contact information was migrated with no data loss because of Migrator for Notes to Exchange.”

Because certain calendar invitations don’t process correctly when sent between platforms natively, Coexistence Manager for Notes proved to be invaluable to CCBCC. The tool ensures the accuracy of custom and recurring calendar invitations, so Notes and Exchange users can collaborate and schedule meetings with each other no matter where their mailboxes reside.

Coexistence Manager for Notes also addressed CCBCC’s need to continue to work seamlessly with Notes applications that send email. Coexistence Manager integrates with the Link Tracking Service to ensure that links to Notes documents, embedded in email messages sent from Notes applications, continue to route correctly throughout the coexistence period, preserving business workflow.

“The next phase of our project will be to migrate our Notes applications to a Microsoft platform,” explains Graham. “Until that’s complete, there’s a coexistence issue — if a Notes application sends an email to an Outlook user that includes a link, the Outlook user must be able to open the appropriate Notes database application with the required information, such as a form or a view in a database. We’ve achieved that functionality, seamlessly, with Coexistence Manager for Notes.”

CCBCC is confident about the value that Quest’s solutions provided. “We wouldn’t have been able to do the migration at all without the Quest tools,” says Graham. “All too often, you evaluate a product and it promises to have the capabilities or features you need, but once you get it, it doesn’t fit in the environment. The Quest tools, however, delivered as promised.”

### ABOUT QUEST®

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