

University delivers fast, low-impact systems migration

The University of the West of Scotland partnered with One Identity to migrate 22,000 users from legacy systems to Active Directory and Microsoft Exchange Server

Key Facts

Company

University of West Scotland

Industry

Higher Education

Country

United Kingdom

Employees

2,000

Website

www.uws.ac.uk

Challenges

The university wanted to streamline IT management by migrating 22,000 users from legacy Novell and Microsoft environments to Active Directory® and Microsoft® Exchange Server.

Results

- Services are constantly available for staff and students
- Reduced IT administration delivers cost savings of 10 percent

Products

GroupWise Migrator for Exchange


Migration Manager for Exchange

NDS Migrator

Active Roles

The University of the West of Scotland (UWS) was formed in 2007 after the merger of the University of Paisley and Bell College. The university, which is now the largest in western Scotland, has 20,000 students and 2,000 staff spread across four campuses in Ayr, Dumfries, Hamilton and Paisley.

When the University of Paisley and Bell College came together to form UWS, the university was left with a mix of disparate IT platforms, including Novell® GroupWise®, Novell Directory Services, Microsoft® Exchange Server 2003 and Active Directory®. With the GroupWise application causing technical issues and increasing management workloads, UWS decided to create a single, cost-effective Active Directory and Exchange Server 2007 environment to serve the entire university population of almost 22,000 end users.



“With the One Identity solution, we experienced no data loss and the migration had minimal impact on the **staff and students.**”

Brian Mullins, ICT services director at the University of the West of Scotland

UWS needed a solution that could automate the migration from GroupWise to Exchange Server and Active Directory, minimize the risk of data loss and deliver the project before the start of the new academic year. In addition, the ability to deliver the migration during off-hours was also critically important, as workday downtime for end users was out of the question.

Engaging the right migration partner

Even with its 100-member IT staff, and a one-year time frame for completing the migration, UWS knew that it would need additional help to ensure success. With limited Active Directory and Exchange Server skills in house, the university decided to engage support from external consultants. Based on a recommendation from trusted technology partner Capito, UWS approached One Identity, which has extensive migration management expertise and experience, as well as a strong migration product portfolio.

After initial consultations, One Identity proposed a migration solution that incorporated several products and services.

End-to-end migration support

One Identity was able to provide end-to-end support for the UWS migration, minimizing the risk of data loss and delays at every stage of the process. GroupWise Migrator for Exchange was used for fast, secure, reliable migration of email, calendars, tasks, personal address books, frequent contacts and archives to Exchange Server. At the same time, Migration Manager for Exchange delivered a seamless migration, by synchronizing Active Directory and Exchange Server data, including public folders, calendar information and mailbox data.

To accelerate and simplify the migration of Novell Directory Services data to Active Directory, UWS deployed NDS Migrator. This gives administrators a central console for accessing all pre- and post-migration data

and scheduled tasks. For flexible delegation of Active Directory permissions, the university selected Active Roles, which provides strictly enforced role-based security features and automated group management features. It also supports approval workflows, web-based Windows® management, and automated user provisioning and de-provisioning.

The UWS solution also included Deployment Services, with One Identity consultants helping UWS manage the entire migration process, from initial discovery to planning and execution.

Tailored consultancy ensures success

UWS was impressed with the service it received from One Identity consultants as part of the engagement. Brian Mullins, ICT services director at the University of the West of Scotland, says: “The quality of work produced by each ... consultant was very good; we really would have struggled without their help.

They understood our specific challenges, and they delivered both knowledge transfer sessions and formal training.”

Migration delivered on schedule

The combination of technology and consulting helped UWS meet its challenging project deadline. “We knew our migration was never going to be completely straightforward,” says Mullins. “But the automated nature of the ... migration solution and the expertise brought to the project by the ... consultants ensured that our new Exchange Server and Active Directory environment was in place before the start of the new academic year.”

Services constantly available for staff and students

Throughout the migration, users were able to continue sending and receiving messages and schedule meetings. “With the ... solution, we experienced no data loss and the migration had minimal impact on the staff and students,” says

Mullins. To ensure that staff and students could continue working effectively, much of the migration work was carried out during evenings and weekends.

Reduced IT workloads deliver projected cost savings of 10 percent

The One Identity solution, and Active Roles in particular, is helping UWS meet its target for reducing annual costs by 10 percent. “Active Roles allows us to granularly delegate the appropriate levels of Active Directory rights to users and frontline ICT staff,” says Mullins. “This takes the burden of some tasks away from the second-line operations staff, enabling them to focus on more valuable Windows management activities. Because we did not need to recruit additional staff to manage our new Exchange Server and Active Directory environment, and we have removed the management overhead associated with Novell, we are on track to hit our 10 percent savings target.”

About One Identity

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

Learn more: OneIdentity.com