

## Manufacturing company enables global collaboration with Quest® tools

Coats plc migrates 7,500 users in 70 countries from Notes to Office 365, on schedule and with no business disruption, using Migrator for Notes to Exchange and Coexistence Manager for Notes



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*Richard Cammish  
Chief Information Officer, Coats*

### CUSTOMER PROFILE



<b>Company</b>	Coats plc
<b>Industry</b>	Manufacturing
<b>Country</b>	U.K.
<b>Employees</b>	Over 20,000
<b>Website</b>	<a href="http://www.coats.com">www.coats.com</a>

### BUSINESS NEED

To enable effective collaboration in its global business, Coats needed to migrate 7,500 users in 70 countries from IBM Notes to Microsoft Office 365. The migration had to be complete in just five months, without disrupting the business.

### SOLUTION

To perform the migration, Coats engaged InfraScience, who chose Migrator for Notes to Exchange and Coexistence Manager for Notes. The migration was completed on time with virtually zero impact on users, delivering a solid return on investment.

### BENEFITS

- Migrated 7,500 users across 70 countries simultaneously from IBM Notes to Office 365
- Ensured the migration was completed within a tight deadline of five months and without disruption to the business
- Provided business continuity by enabling seamless coexistence during the migration
- Reduced costs significantly by automating migration processes
- Made the most of available bandwidth to efficiently migrate mailboxes up to 30GB in size

### SOLUTIONS AT A GLANCE

- Microsoft platform migration and consolidation

Coats dates back to the 1750s and is the world's leading industrial thread and consumer textile crafts business, at home in more than 70 countries, employing over 20,000 people across six continents.

Coats provides complementary and value-added products and services to the global apparel and footwear industries, extending the crafts offer into new markets and online, and applying innovative techniques to develop products in new areas such as tracer threads, aramids and fiber optics.

For a quick and seamless migration from IBM Notes to Microsoft Office 365, Coats relied on tools from Quest.

### **LEGACY IBM NOTES ENVIRONMENT DIDN'T MEET TODAY'S GLOBAL COMMUNICATION NEEDS**

Coats had been using IBM Notes as its messaging platform for 15 years. However, as the company globalized, its communication needs changed. In particular, Coats wanted to enable easy and cost-effective communication and collaboration across both desktop and mobile devices, regardless of geographical location. Achieving that goal, the company recognized, meant migrating away from Notes to a new messaging platform.

"Our Notes environment was becoming expensive to maintain because of the legacy technology," explains Harold Groothedde, chief technology director of Coats. "In particular, integrating other platforms, such as mobile technologies, into the Notes environment was difficult. Without the right collaboration tools, people in a global company have to make expensive international cell phone calls. That limited our ability to talk to each other extensively and to share presentations, spreadsheets and other documents. Therefore, we wanted to get technology in place that would make collaboration easier."

### **OFFICE 365 OFFERS BETTER COLLABORATION AND SECURITY**

For Coats, the right replacement technology was Office 365, which would enable seamless yet secure use of Word, Excel and PowerPoint on the desktop and in the cloud. "With Office 365, our contractors could use web browsers, and we didn't need to give them Word and Excel," notes Groothedde. "More importantly, we could keep the files they edited securely in the cloud, eliminating the need to download the files to their desktops, which could pose security issues."

### **A COMPLEX MIGRATION WITH A TIGHT DEADLINE REQUIRES THE RIGHT TOOLS AND EXPERTISE**

Coats recognized that it needed the right partner and the right tools to help with the migration from Notes to Office 365. Not only did the migration involve 7,500 users spread across 70 countries with mailboxes that were up to 30GB in size, the migration also had to be completed on a tight schedule.

Ensuring a seamless transition was critical to business continuity. "Of all of the technologies used in a corporation, the email system is the most pervasive," comments Richard Cammish, chief information officer at Coats. "People use it every day — every night in some cases."

"Working with Quest, InfraScience and Microsoft in a highly collaborative spirit allowed us to migrate users from multiple countries — some with low bandwidth — at the same time, meeting our objective of on-time project completion without disruption."

*Richard Cammish*  
Chief Information Officer  
Coats

#### **PRODUCTS & SERVICES**

##### **SOFTWARE**

Migrator for Notes to Exchange

Coexistence Manager for Notes

If things go wrong with email, it has an immediate impact on the business. The biggest challenge associated with this migration project was to minimize any disruption to the business as we moved from the old technology to the new one.”

After choosing the secure collaboration capabilities of Office 365, Coats selected Quest partner InfraScience to manage the complex migration. InfraScience, whose 60 consultants have designed and implemented a wide range of complex Microsoft infrastructure solutions, has been a successful partner with both Microsoft and Quest for years.

“When Coats came to us, we knew that Quest had the solutions that would enable us to meet their goals effectively,” recalls Jeff Meyer, CEO of InfraScience. “Quest’s Notes migration tools meant we could assure Coats would be able to hit their deadline with no problem — and we did.”

#### **QUEST TOOLS FOR A QUICK YET SEAMLESS MIGRATION FROM NOTES TO OFFICE 365**

InfraScience recommended Quest’s Migrator for Notes to Exchange and Coexistence Manager for Notes. Migrator for Notes to Exchange delivers a fast, accurate migration that mitigates the risk of data loss. You can easily transfer email, personal address books, calendars, archives and more, and speed your migration by moving multiple mailboxes simultaneously. While the migration is in progress, Coexistence Manager for Notes ensures seamless collaboration between the source and target environments, including email, calendar and free/busy data, so all users can continue to collaborate regardless of their migration status.

InfraScience knew that the Quest solutions would meet Coats’ requirements for a fast, seamless migration. “Because of Migrator for Notes to Exchange’s reporting features, you know whether data has been migrated properly and things are working as they should,” explains Meyer. “But migrations don’t happen overnight. You need to continue to use your meeting

rooms, access shared resources, schedule recurring meetings and so on. Coexistence Manager allows all those things to work seamlessly so you don’t have disruption to your business.”

#### **MIGRATION ON SCHEDULE, WITH ZERO IMPACT ON USERS**

With Migrator for Notes to Exchange and Coexistence Manager for Notes, InfraScience was able to complete a fast, seamless global migration of Coats’ 7,500 users across 70 countries — with mailboxes of up to 30GB in size. “With the Quest tools, we achieved our objective of completing the migration in five months,” reports Cammish. “We started with an initial testing phase so that we could get into the rhythm of migrating people’s mailboxes. Once we’d proven the concept, we scaled up. By the end of the implementation migration cycle, we were migrating 300 users per night.”

Equally important, the migration was completed with virtually no interruption to users or the business. “The way that we managed the migration process is that we had a cutover almost instantaneously from old to new technology,” Cammish explains.

#### **THE SCALABILITY AND FLEXIBILITY REQUIRED TO HANDLE A LARGE, GLOBAL MIGRATION**

An important factor in keeping the migration on schedule was Migrator for Notes to Exchange’s ability to migrate multiple mailboxes simultaneously, using flexible groups of users from different geographical locations. “The geographic distribution of our employees and low internet bandwidth in some of the countries in which we operate added to the size of the challenge we faced,” explains Cammish. “With Migrator for Notes to Exchange, we could select one person from one country, two people from another country and five from another, so that we could take into account the amount of bandwidth we had available. The tool was also able to identify errors along the way and alert us to them so that we could re-migrate the users,” adds Groothedde.

“Quest’s Notes migration tools meant we could assure Coats would be able to hit their deadline with no problem — and we did.”

*Jeff Meyer*  
CEO  
InfraScience



## **INTEGRATED TOOLS DELIVER ROI BY SAVING VALUABLE IT TIME AND EFFORT**

By delivering a fast migration, Migrator for Notes to Exchange and Coexistence Manager ensured a significant return on investment (ROI) for Coats. “Our return on investment was extremely dependent on timelines — we needed to move away from our legacy environment quickly,” Groothedde says. “Migrator for Notes to Exchange and Coexistence Manager for Notes gave us the ability to move users quickly. We wouldn’t have been able to meet our deadline without the Quest solutions.”

Moreover, the Quest solutions required very little time from the IT team, making them a cost-effective choice. “Migrator for Notes to Exchange and Coexistence Manager for Notes vastly reduced migration costs by automating so much of the process for us. They also provided scheduling, and gave us extensive error logs when we hit issues. It helped us greatly that the two products were integrated — they already had the ability to talk to each other, and they already had the ability to talk to Office 365,” Groothedde adds.

## **WITH THE RIGHT TEAM, MIGRATING CAN BE EASIER THAN EVER IMAGINED**

Both Coats and InfraScience agree that assembling the right team was critical to the success of the migration. “I need to be able to trust the partners that I’m working with. Technology is important, but it’s equally important to have a good set of people working in the right spirit,” Cammish says. “The three organizations — InfraScience, Quest and Microsoft — coming together is very powerful. By pulling together as a team, we have a lot more strength than we would individually.”

### **ABOUT QUEST®**

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

# **INFRA SCIENCE**

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