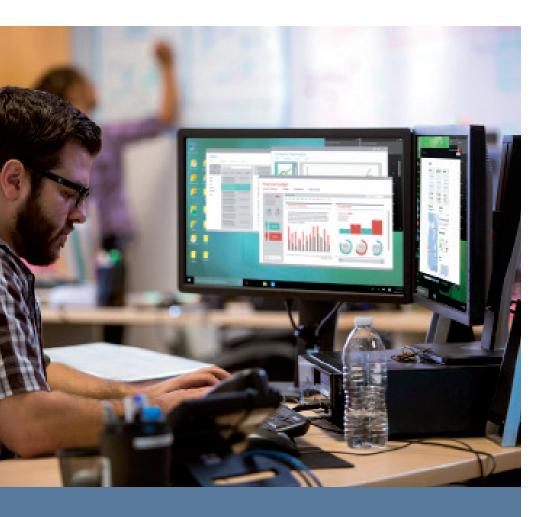# Mineral processing company integrates acquisition quickly

Imerys easily achieves coexistence between Notes and Office 365 environments with help from InfraScience and Quest®.

BUSINESS NEED

To speed up communication and collaboration, Imerys needed to quickly establish coexistence between its IBM® Notes® platform and a new acquisition's Office 365® environment. Moreover, it wanted a long-term solution that would support its ongoing acquisition strategy.

SOLUTION

Using Coexistence Manager for Notes, the company's trusted partner, InfraScience, was able to establish seamless coexistence while meeting a tight four-week deadline. The team effort delivered a unified address book across the two mail systems, free/busy lookup and calendar sharing, and positioned Imerys to quickly establish collaboration and communication following future acquisitions.

BENEFITS

- Enables collaboration and communication by providing coexistence between Notes and Office 365 environments
- Supports ongoing company growth by enabling similar quick coexistence following future acquisitions
- Delivers a unified address book across the two mail systems, as well as free/busy lookup and calendar sharing, all on a tight four-week schedule

SOLUTIONS AT A GLANCE

- Microsoft platform management

> "With Coexistence Manager for Notes, we were able to fulfill Imerys' need for a long-term strategic coexistence solution while accommodating their tight deadline."

James Leeds, UC Practice Lead
InfraScience

When acquisitions are one of your company's key growth strategies, it's critical to ensure quick and easy communication and collaboration between messaging environments. Imerys, the world leader in mineral-based specialty solutions for industry, is on a strong growth trajectory, rapidly expanding its capacity to provide the products and services its customers need to create cell phones, ceramics, paper, paint and much more. To bring its new acquisitions quickly into the fold, the company relies on Quest to provide seamless collaboration between IBM Notes and Microsoft® Exchange and Office 365 environments.

> "InfraScience's wealth of expertise and experience combined with Quest's Coexistence Manager for Notes made the project seamless, with no change to the user experience."
>
> *Dave Bailey*
> *Global IT Manager*
> *Imerys*

ENSURING QUICK COLLABORATION AFTER ACQUISITIONS

Founded in 1880 and headquartered in Paris, France, Imerys has operations in 50 countries. Over the last 15 years, Imerys has acquired more than 80 companies, so it recognizes the importance of enabling new colleagues to work together as quickly as possible.

"Imerys has achieved consistent growth through acquisition momentum," explains Dave Bailey, global IT manager at Imerys. "We maintain that momentum by implementing our best practices and standards as quickly as we can in a cost-effective manner. From a business perspective, it is critical to enable effective collaboration quickly, especially across R&D and product development."

Specifically, the Imerys technical environment consists of an IBM Notes infrastructure with mail servers, application servers and additional extended services, serving more than 10,000 employees globally. Although the company had successfully joined a number of acquisitions to its network in the past, it had no experience establishing and maintaining coexistence between Notes and Exchange. Accordingly, when Imerys acquired a company that relied on Office 365, the IT team turned to its long-time partner, InfraScience, for expert help.

POSITIONING THE COMPANY FOR LONG-TERM GROWTH WITH HELP FROM A TRUSTED PARTNER

Imerys had engaged with InfraScience on multiple previous projects with successful results, building a strong relationship of mutual respect and trust. InfraScience provides technology-enabled business solutions to organizations on a global scale, leveraging both its own extensive expertise and its relationships with a range of IT vendors. For its earlier projects with Imerys, InfraScience had selected a number of solutions from Quest, including Migration Manager for Active Directory, Enterprise Reporter, Recovery Manager for Active Directory and Change Auditor for Active Directory.

For this project, Imerys was interested in both a short-term and a long-term solution. First, the new acquisition's Office 365 systems had to be quickly integrated into Imerys' existing Notes environment. In particular, Imerys wanted to immediately provide imerys.com email addresses to all its new employees.

PRODUCTS & SERVICES

SOFTWARE

Coexistence Manager for Notes

Quest

And the company wanted to position itself for future growth as well. "Over the past 15 years, Imerys has acquired 80 companies, integrating them quickly," says Bailey. "This was the first instance of Office 365 that we had encountered through our acquisitions, so we decided to take this opportunity to implement a long-term coexistence infrastructure in order to accommodate the need for a quick transition on this and future acquisitions."

Based on InfraScience's extensive expertise in mergers and acquisitions, Imerys was confident they could get the job done. Equally important, they promised they could be ready for a go-live date only four weeks out.

THE RIGHT LONG-TERM COEXISTENCE SOLUTION

To meet Imerys' goals and tight deadline, InfraScience recommended Coexistence Manager for Notes from Quest. Coexistence Manager for Notes ensures seamless collaboration between Notes and Exchange, so organizations can maintain business productivity throughout the coexistence period. The solution ensures the accuracy of email and calendar data, including recurring meetings and free/busy information, so communication and collaboration are easy no matter which platform the parties involved happen to be using.

"The biggest driver in our recommendation was the delivery of the imerys.com brand to the new users within the network in a seamless manner," explains James Leeds, UC practice lead, InfraScience. "Coexistence Manager offers this functionality as well as many more features that are a tremendous asset."

Based on their experience with other Quest solutions, Imerys was more than willing to accept this recommendation. "We already use several products from the Quest portfolio, and therefore we have an understanding of the great technical support organization Quest offers. In fact, their support has been top notch," says Bailey. "And we were impressed with the innovative solution that Coexistence Manager for Notes offers us now and into the future."

A QUICK AND SUCCESSFUL PATH TO COLLABORATION

Using Coexistence Manager for Notes, InfraScience was able meet all of Imerys' requirements, on schedule and with no disruption to the business. "With Coexistence Manager for Notes, we were able to fulfill Imerys' need for a long-term strategic coexistence solution while accommodating their tight deadline," says Leeds. "In particular, we were able to provide a unified address book across the two mail systems, as well as free/busy lookup and calendar sharing."

Imerys also pronounces the project a complete success, noting that the solution both meets its immediate needs and positions the company for future growth. "InfraScience's wealth of expertise and experience combined with Quest's Coexistence Manager for Notes made the project seamless, with no change to the user experience," says Bailey. "Plus, the knowledge transfer built into the project plan and from Quest support services enabled Imerys to quickly learn and gain autonomy with the solution. The new environment provides a long-term solution that we can leverage as Imerys continues to grow."

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.

InfraScience

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