

Bank receives 100 percent ROI on Exchange migration

OTP Bank seamlessly migrates 3,000 users from Notes to Exchange — on schedule and on budget — using Migrator for Notes to Exchange

OTP Bank is one of the leading banks in Ukraine; it is part of OTP Group, which operates in eight Eastern European countries and serves 12 million customers through 1,500 branches.

The bank's IT department turned to Quest® for help in migrating 3,000 mailboxes quickly and seamlessly.

EMAIL IS BUSINESS-CRITICAL

As in most organizations today, OTP Bank's IT investments were driven by the need to minimize expenditure and overhead. In order to reduce software maintenance fees, the bank decided to move from IBM Domino/Notes to Microsoft Exchange/Outlook. The bank was already using a number of other Microsoft products, including SharePoint, Lync, Windows 7 and Windows Server 2008, so it felt that its employees would be gaining benefits in functionality by using these products together. Since email is a business-critical tool, OTP Bank needed to move to the new

Exchange/Outlook environment seamlessly, without its users being impacted.

Since two email systems would need to be supported throughout the transition period, it was important that the move be completed as quickly as possible; all the users had to be transferred to Exchange within seven months. "Without features that would enable message format/active content compatibility, address book synchronization and archive conversion, there would have been a very high risk of failure resulting in unplanned user downtime," explains Eduard Gabai, head of the enterprise systems engineering department at OTP Bank. "This would have had a detrimental impact on business productivity, and ultimately, the bottom line; this was not a risk that OTP Bank was prepared to take."

Instead, OTP Bank knew that a specialized migration solution was needed, one that would allow the two email systems to coexist flawlessly.

"Migrator for Notes to Exchange helped us to migrate all 3,000 users as quickly and painlessly as possible, without any unplanned downtime. It was business-critical that we met the seven-month deadline, and we couldn't have done that without the Quest solution."

*Eduard Gabai
Head of Enterprise Systems Engineering, OTP Bank*

CUSTOMER PROFILE



Company	OTP Bank
Industry	Banking and finance
Country	Ukraine
Employees	3,000
Website	www.otpbank.com.ua

BUSINESS NEED

OTP Bank was migrating from Notes to Microsoft Exchange and needed to ensure that the transition was fast and seamless for its 3,000 users.

SOLUTION

With Migrator for Notes to Exchange and help from BAKOTECH and BMS Consulting, the bank was able to migrate all of its users on schedule, without any unplanned downtime, for 100 percent ROI.

BENEFITS

- Enabled a seamless migration with no impact on the 3,000 users
- Delivered the migration within the seven-month deadline, 42 percent faster than estimated with native tools
- Delivered 100 percent ROI within one year
- Ensured the migration was on budget

SOLUTIONS AT A GLANCE

- Microsoft platform migration

MITIGATING THE RISK OF A FAILED MIGRATION AND UNPLANNED DOWNTIME

Based on recommendations from Microsoft and its trusted IT partner, BAKOTECH, and following a successful proof of concept, OTP Bank selected Migrator for Notes to Exchange and Coexistence Manager for Notes.

Migrator for Notes to Exchange mitigates the risk of downtime and data loss, and eliminates IT and help desk burden by ensuring a ZeroIMPACT migration from Notes to Exchange 2007/2010/2013, Office 365 and hosted Exchange without impacting workflow.

OTP Bank found that the Quest migration solution covered the entire migration process, and ensured seamless coexistence of both email solutions, which was vital. “Migrator for Notes to Exchange fully met our requirements for step-by-step migration with the ability to roll back to mitigate the risk of failure, coexistence and minimal impact on our users,” notes Gabai. “It also proved to be an extremely cost-effective solution for us.” Quest’s reputation as a well-respected vendor was an additional deciding factor.

OTP Bank engaged BAKOTECH and its trusted partner BMS Consulting to perform the migration, and to provide project management, design, architecture, implementation and fine-tuning throughout.

SEAMLESS MIGRATION — ON TIME AND ON BUDGET

Quest’s migration solution ensured OTP Bank’s email migration was seamless, on time and on budget. “Migrator for Notes to Exchange helped us to migrate all 3,000 users as quickly and painlessly as possible, without any unplanned downtime,” says Gabai. “It was business-critical that we met the seven-month deadline, and we couldn’t have done that without the Quest solution.”

OTP Bank realized significant time savings as a result of using the Quest solution. “We migrated all 3,000 users in seven months using Migrator for Notes to Exchange, which was faster and less painful than using native tools,” explains Gabai. “It would have taken at least a year had we used the native tools — the Quest migration solution delivered a time saving of 42 percent.”

100 PERCENT ROI WITHIN ONE YEAR

The migration project delivered 100 percent ROI within one year. “The value delivered to us by Migrator for Notes to Exchange means that our migration project paid for itself within 12 months,” notes Gabai.

OTP Bank has also experienced a number of indirect benefits following its email migration. “Our email infrastructure has been optimized, which has reduced server maintenance expenses, and we no longer need to employ email support specialists,

as this can be undertaken by our existing Microsoft administrators,” explains Gabai.

GOOD SUPPORT AND SERVICES

The bank was extremely satisfied with the level of support received from its partners. “BAKOTECH and BMS Consulting have worked very closely and cooperatively with us, exceeding our expectations,” adds Gabai. “We’ve also found Quest’s support to provide a very responsive online and email service.”

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.

PRODUCTS & SERVICES

SOFTWARE

[Migrator for Notes to Exchange](#)

[Coexistence Manager for Notes](#)

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