

University migrates email with no disruption

The University of Nebraska Omaha awards a gold star to Migrator for Notes to Exchange for keeping its Notes-to-Office 365 migration on schedule

Founded in 1908, the University of Nebraska Omaha (UNO) is a forward-thinking and comprehensive metropolitan university. UNO offers its nearly 15,000 students a broad range of academic majors, awarding baccalaureate through doctoral degrees. For help migrating 4,200 users and 2,400 mailboxes from Notes to Office 365 on a tight timeline, UNO turned to Quest®.

UNO began using Notes in 1999. However, the faculty and staff recently expressed concerns that Notes was no longer meeting their needs: They wanted a modern, standards-based solution to enable access from a variety of clients, along with faster response times, better search capabilities and increased storage. UNO's IT staff had a complementary set of concerns. Email storage had grown tenfold, increasing costs and management burden. In addition, the relatively small IT staff needed to devote more time to other important projects and, therefore, wanted an email solution that required less management.

The university evaluated several email platform options and chose Office 365 for faculty and staff. Although the University of Nebraska purchased more than 19,000 Office 365 licenses for all campuses, the UNO portion of the project was to migrate 4,200 users and 2,400 mailboxes at the Omaha campus from Notes to Office 365. To minimize the impact and avoid any disruption to classes, UNO decided to perform a “big bang” migration over spring break instead of a phased migration. “We had roughly a terabyte of data to move,” explained Andrew Buker, director of technical services for UNO. “So we planned to move everything older than March 1 ahead of time. Then, on the day of the migration, we would only have to move a little more two weeks’ worth of data.”

The university began an eight-month project with migration tools with another provider. As the migration date approached, UNO realized they weren't going to be able to complete the project within the required migration window using that solution.

“We received very positive feedback from the users. In fact, we were told that this was one of the best projects that we've ever had on campus.”

Jay Killion
Project Manager and Business Analysis, University of Nebraska Omaha

CUSTOMER PROFILE



Company	University of Nebraska Omaha
Industry	Higher education
Country	United States
Employees	3,200
Website	www.unomaha.edu

BUSINESS NEED

The University of Nebraska Omaha had undertaken a project to migrate 4,200 users and 2,400 mailboxes from Notes to Office 365 using migration tools from another provider. But as the deadline approached, they realized they couldn't complete the project on schedule without adding about 1,000 workstations. Therefore, they began to look for a migration tool with better throughput to complete the project.

SOLUTION

The university chose Migrator for Notes to Exchange after tests showed that the tool would deliver faster throughput speeds, and the team completed the migration on schedule with no disruption to end users.

BENEFITS

- Enabled completion of migration on schedule by delivering significantly higher throughput than the previous tool
- Avoided the substantial time and expense of setting up 1,000 additional migration workstations
- Ensured no disruption to campus activities that depend on email
- Delivered effective and responsive support

SOLUTIONS AT A GLANCE

- Server management

“As we got closer and closer to a migration date, it became apparent that we weren’t going to meet our deadline for migrating all of our data using the big bang approach we had chosen,” recalled Buker. “We just weren’t getting the throughput we needed. It got to the point where it was going to take 1,000 workstations for us to hit our deadline.” Accordingly, UNO decided to evaluate other options.

The throughput to complete the migration on schedule

The university looked at several tools, including Migrator for Notes to Exchange from Quest. “Migrator for Notes to Exchange rose to the top of the list,” explained Buker. “We did a quick evaluation — about 10 days — to make sure that the tool could meet the throughput speeds that were promised. It met those throughput speeds, and we executed the purchase.”

Migrator for Notes to Exchange delivers a ZeroIMPACT migration from Notes to Exchange 2010/2013, Exchange Online and hosted Exchange. With Migrator for Notes to Exchange, you can accurately and efficiently migrate email and calendar data with minimal resources and without the risks of downtime and data loss. An intuitive project management console makes it easy to stay on top of the migration and multiple migration consoles can be installed to increase scalability and ensure the project is completed on schedule.

UNO purchased Migrator for Notes to Exchange just five weeks before its planned migration date, but was able to use the tool to complete the migration within the required migration window, with no disruption to end users. “Migrator for Notes to Exchange delivered the throughput we needed to complete the migration on time,” noted Buker. “We were using 10 migration workstations, each running 32 concurrent threads, which is more than recommended, but it worked for us. We were getting only 11–15MB/hour per

workstation with our first provider, but over 1GB/hour with each Migrator for Notes to Exchange workstation.”

That tremendous increase in throughput translated directly into a faster migration for UNO. “As planned, we first migrated all the older data, which was roughly a terabyte,” said Buker. “Then, we ran two more passes, each with a different date range, to migrate the most current data. We ran the first on the night before the migration date, and it took six hours. We ran the second one the morning of the migration, which only took 12 hours.”

Eliminating the need for a thousand more migration workstations

In addition to completing the migration on time, UNO saved the time and expense of setting up the additional workstations that would have been required with the previous tool. “I did not calculate the costs involved in setting up over a thousand workstations, but I’m sure it’s not a small number,” said Buker.

Seamless migration called “one of the best projects” ever on campus

More important, faculty and staff were happy with the migration. “We received very positive feedback from the users. In fact, we were told that this was one of the best projects that we’ve ever had on campus,” recalled Jay Killion, project manager for the migration.

Although the go-live for the project took place over spring break to ensure that classes would not be disrupted, a variety of other activities were taking place, and the seamless migration ensured that those events were not disrupted.

Knowledgeable and responsive professional services

UNO enlisted the help of Quest Professional Services with the migration and was very happy with their services. “We used Professional Services for the setup and some consulting to make sure

PRODUCTS & SERVICES

SERVICES

Professional Services

SOFTWARE

Migrator for Notes to Exchange

things went smoothly,” explained Buker. “They added a lot of value to the project. The setup is probably not something you want to tackle on your own. If you get it wrong, it could lead to significant issues down the road. Professional Services helped us avoid those kinds of issues.”

“One of our lead developers commented that he was very impressed with the Professional Services,” added Killion. “He said that in five minutes, he knew that the Quest rep was the right person to be talking to — he did a very good job of putting people at ease right out of the box and saying very clearly, here’s what we need to accomplish and here’s how we’re going to do it. Then, he did what he said he was going to do. That sounds like small potatoes, but in this world, it’s actually a pretty big deal, especially on a five-week timeline. We appreciated that very much.”

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