Quest

Wiltshire Council enjoys seamless migration

Wiltshire Council enjoys seamless migration of 6,700 mailboxes from Notes and Exchange 2003 to Exchange 2007 and consolidates legacy domains to AD 2008

As part of a nationwide local government restructuring, five local authorities in the county of Wiltshire merged into a single unit, Wiltshire Council, with shared senior management, finance, IT and HR functions. One of the largest employers in Wiltshire, the council is responsible for local government functions for 435,000 Wiltshire residents, including schools, social services, rubbish collection and disposal, county roads, planning and leisure services. For help in consolidating its IT services, the council turned to Quest.

To reduce the cost of IT services, Wiltshire Council wanted to consolidate its business process IT applications and support functions, reduce duplicated systems, and simplify its infrastructure. In addition, the council wanted to introduce mobile working for its staff, enabling them to work from any of the council's offices.

MIGRATING 6,700 MAILBOXES AND CONSOLIDATING FIVE AD DOMAINS IS A BIG JOB

One of the first steps toward these goals was to create a single email environment.

This involved migrating 6,700 mailboxes (5,000 user mailboxes plus 1,700 shared mailboxes) from Notes, Exchange 2003 and Exchange 2007 into a single Exchange 2007 environment. Next on the agenda was to move 5,000 users and more than 2,000 PCs and servers across five legacy Active Directory (AD) 2000 and 2003 domains into one AD 2008 domain.

MANUAL TOOLS CAN'T DELIVER A FAST AND SEAMLESS MIGRATION

Analysis undertaken by the council showed that a manual approach for these transfers was too time-consuming and would hurt staff productivity too much. It was critical to the council that its users not be unduly affected by the migrations and that there be no unplanned downtime.

Accordingly, the council recognized that an automated approach would ensure that each deadline during the phased migration would be met and that disruption would be minimal.

BUSINESS NEED

When five local authorities merged into a single unit, the resulting Wiltshire Council needed to seamlessly migrate 6,700 mailboxes from Notes, Exchange 2003 and Exchange 2007 into a single Exchange 2007 environment, and move 5,000 users and more than 2,000 PCs and servers across five legacy Active Directory 2000 and 2003 domains into one AD 2008 domain — all with minimal downtime and disruption.

SOLUTION

The council used Migration Manager for Active Directory, Migration Manager for Exchange and Migrator for Notes to Exchange to successfully run the migrations overnight, with no unplanned downtime and no data loss.

BENEFITS

- Delivered smooth email and AD migrations, with no unplanned downtime, no data loss and minimal impact on users
- Saved many days of work by simplifying the migrations and eliminating the need for coding
- Delivered full payback
- Enabled 50 percent reduction in IT migration staff while enabling the team to focus on tasks other than email and AD maintenance
- Contributed to IT cost savings of 27 percent over four years
- Enabled mobile working

"The migrations ran smoothly, with no data loss and no unplanned downtime ... only 1 percent of users experienced real migration problems, which is phenomenally low."

Andy Spurway, Head of Information Services Delivery, Wiltshire Council

AN AUTOMATED APPROACH THAT SAVES TIME AND MINIMIZES BUSINESS DISRUPTION

The ICT team at Wiltshire Council researched the market and, based on the Quest team's track record and the positive experiences of colleagues, shortlisted Quest's email and AD migration solutions: Migrator for Notes to Exchange, Migration Manager for Exchange and Migration Manager for Active Directory:

- 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 2010/2013, Exchange Online and hosted Exchange.
- Migration Manager for Exchange mitigates the risk of migrating, consolidating or restructuring your Exchange environment — ensuring ZeroIMPACT on users and requiring fewer resources than you thought possible. By synchronizing AD and Exchange data, including public folders, calendar information and mailbox data, Migration Manager delivers true coexistence for Exchange migration projects.
- Migration Manager for Active Directory enables you to efficiently migrate and restructure your AD, ensuring coexistence between migrated and non-migrated users.

ROLLBACK CAPABILITIES AND AN INTUITIVE INTERFACE REDUCE RISK

Following a successful proof of concept (POC), the council chose Quest, partly because the vendor was able to meet all migration requirements. In addition, the council saw that the rollback capabilities of the Quest solutions would reduce risk and minimize the impact on users and, therefore, on the business. The council also liked the simplicity and manageability of the Quest solutions — the graphical user interface was far easier than battling with scripting, for instance.

A SEAMLESS MIGRATION WITH NO DATA LOSS AND NO UNPLANNED DOWNTIME

Wiltshire Council used the Quest tools to successfully run migrations overnight, when system downtime could be planned and impact to users would be minimal. "The migrations ran smoothly, with no data loss and no unplanned downtime," reports Andy Spurway, head of information services delivery (ISD) at Wiltshire Council. "As expected with this type of project, we had a few hitches, caused by cases such as non-unique naming and users with more than one mailbox — these required manual intervention."

Spurway continues, "In fact, of the 250 users who experienced problems, 200 users had incorrectly provisioned data prior to the migrations, so they were always going to experience problems, irrespective of how the migration was executed. When we take this into account, only 1 percent of users experienced real migration problems, which is phenomenally low."

NO CODING YIELDS REAL SAVINGS

The migration solutions from Quest generated considerable time savings for the council. "We saved many days by using the Quest solutions," explains Spurway. "Not only do they offer a simplified approach to migration by removing the need for coding, but they also require less planning, which also generates time savings."

ENHANCED PRODUCTIVITY FOR BOTH IT AND END USERS

Now, with a single domain and single email system to support, maintain and update, the pressure on the ISD team has decreased. The workload is more straightforward and less time-consuming, enabling the migration team to reduce in size from six people to three, and to focus on other value-added activities. Furthermore, the employees now have the ability to work from any office, which has added value to the council's IT service, in addition to cutting costs.

FULL ROI AND ONGOING IT COST SAVINGS

The migration solutions from Quest have delivered full ROI and have contributed to Wiltshire Council's corporate cost-saving objectives. "Both the AD and Exchange migration solutions have delivered payback," notes Spurway. "Two years on, we are on track to reduce IT costs by 27 percent over four years; this is due in part to our single AD domain and unified email environment."

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

Migration Manager for Exchange

Migration Manager for Active Directory

HARDWARE

4,500 Dell E-Series laptops

View more case studies at Quest.com/Customer-Stories

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