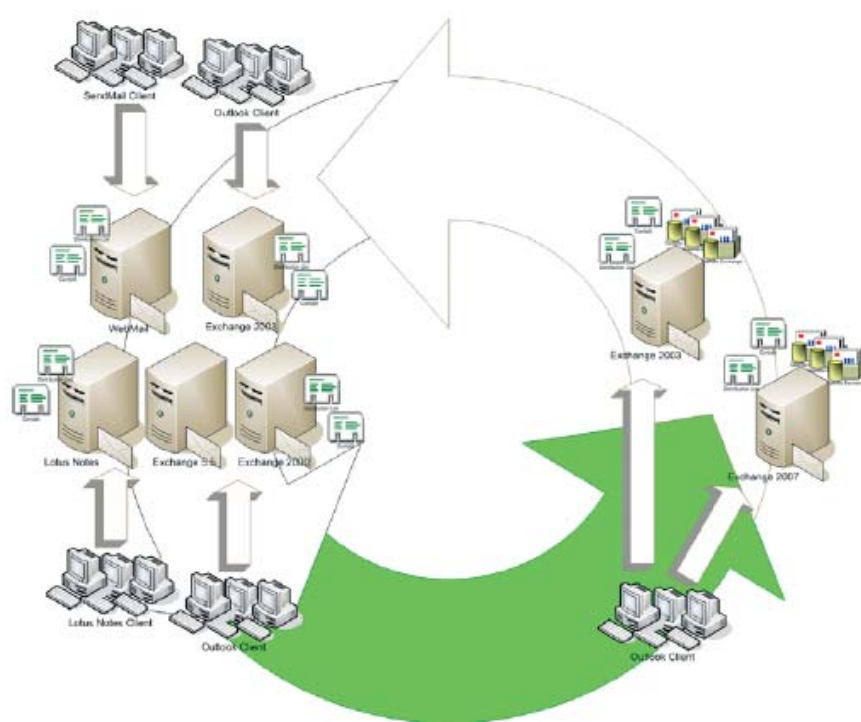


# E<sup>2</sup>M<sup>2</sup>

## ENTERPRISE ENGINE FOR MESSAGING MIGRATION

### SOLUTION FOR MESSAGING INFRASTRUCTURE MIGRATION

E<sup>2</sup>M<sup>2</sup> solution developed by Cluster Reply, changes the way to plan and to implement the migration of email systems to Microsoft Exchange 2007. Thanks to the new solution, the migration from any system - previous versions of Microsoft Exchange, Lotus Domino, or systems based on IMAP4 - will be simpler, faster and more economical than you might expect. Within E<sup>2</sup>M<sup>2</sup>, Cluster Reply has automated the rollout processes in order to reduce time and costs for one of the most expensive phases of a migration project. With E<sup>2</sup>M<sup>2</sup> Cluster Reply simplifies and rationalizes migration projects and makes them more secure, faster and more economical.



## ASSESSMENT OF ENVIRONMENT TO BE MIGRATED

The assessment is the initial phase of a successful execution of the project. It is necessary to get an full picture of the scope as well as an understanding of the custom and specific features of the systems. A high-quality assessment is essential for the successive phase of Design & Planning. A full cooperation of the system "owner", who will be guided by the solid experience of the Cluster Reply staff, is crucial in this important phase. Questionnaires and targeted check-lists will be used to collect the information required for the Assessment document, the result of the first phase.

## DESIGN & PLANNING

Based on the Assessment document and the customer requirements towards the new systems, Cluster Reply will provide the design of the optimal target infrastructure and will establish a plan for the migration project.

The plan will define:

- The message routing strategies during the phase of co-existence of old and new system;
- The mapping of folders, contacts and distribution lists during the coexistence of old and new email system;
- The migration procedures and the changes on the systems;
- The consolidation and phase-out of the old infrastructure after the migration is completed.

During this phase of the project, the solution will be customized and con-figured to be adapted as close as possible to the environment and the needs of the customer.

## DEPLOYMENT, ROLLOUT AND GO-LIVE WITH E<sup>2</sup>M<sup>2</sup>

### MIGRATION PROCESS

In the migration process all parameters for E<sup>2</sup>M<sup>2</sup> will be defined to fully automate the implementation.

The entire process of migration is carried out in 6 functional phases:

- Extraction of all user data relevant for the migration;
- Download of user parameters;
- Extraction of user mailboxes;
- Translation of email into the new mail format;
- Import of data into the new email system;
- Use of tools for tracking, summary/statistics, planning.

### **PLANNING**

In the planning phase the timing and sequence of execution of the migration is defined. Driven by the organizational structure the planning will be established with customer representatives on a detailed level with date and hour for each user.

It includes:

- A simplified administration of the planned users;
- The definition of filters for planning, based on the types of users, the structure, the organization, the userID, the job title etc.;
- The extraction of the migration plan into Excel file;
- The real-time modification of migration plans at any time for single users, groups of users or entire organizations.

### **MONITORING**

E<sup>2</sup>M<sup>2</sup> will provide real-time data related to the progress of the migration process through a web-based user interface.

This has the following advantages - amongst others:

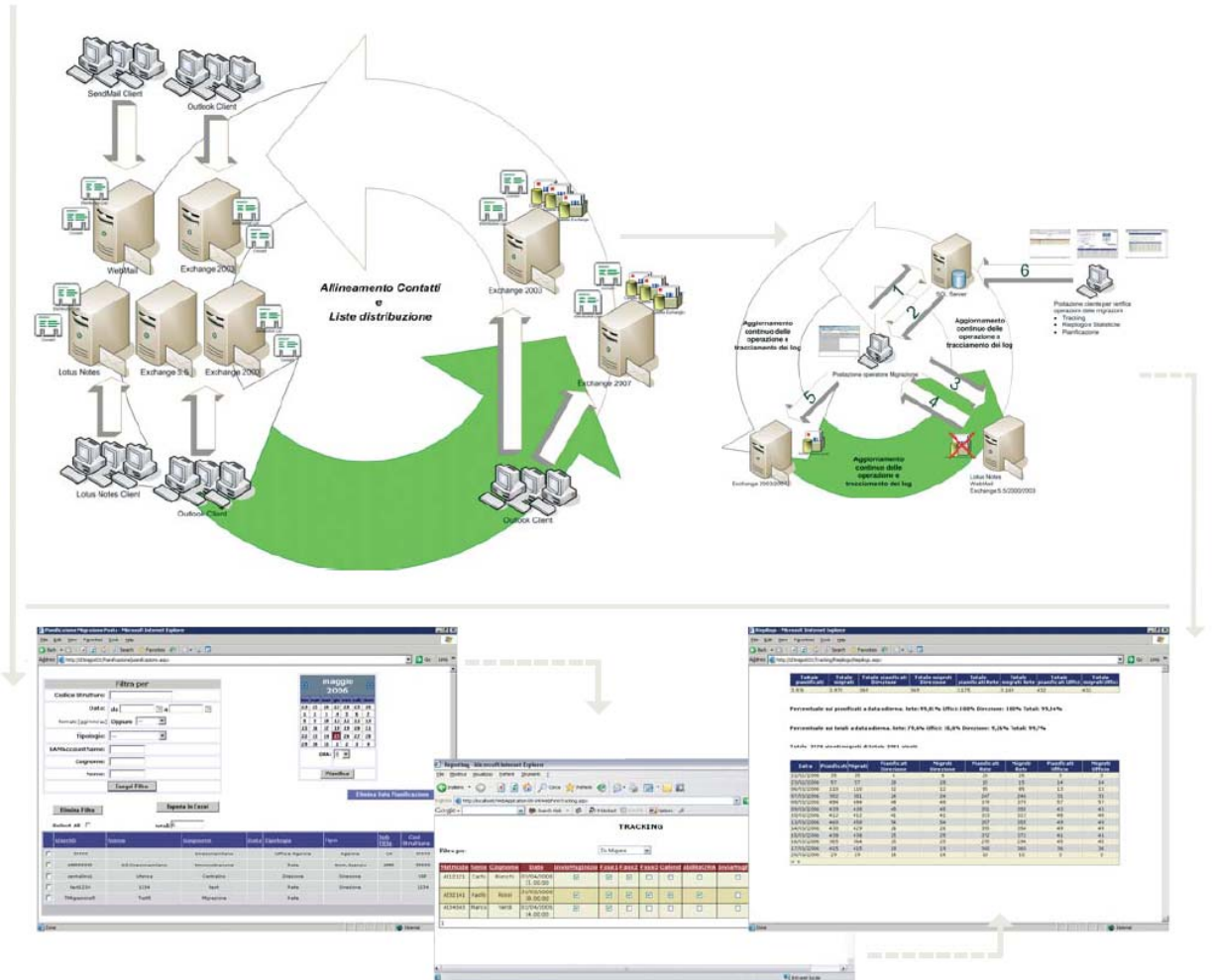
- It is ensured that the migration will follow the plan as scheduled and can be controlled centrally for each single step;
- Real-time exception handling is possible due to an incremental log file which contains the "developing story" of the migration for each single mailbox;
- An up-to-date monitoring on summary level.

### **STATISTICS**

Summary level information of the entire process executed so far is also available through a web-based user interface in E<sup>2</sup>M<sup>2</sup>. For every day or planning milestone a comprehensive view of the plan, the progress and the delta of the migrations process is available.

Some examples of the data available:

- A daily report for every day of the migration (number of migrated users, % of the migration completed that data);
- The percentage of migration completed by structure of objects
- A grand total of the migration (%users migrated, % yet to be migrated).



## E<sup>2</sup>M<sup>2</sup> IS AVAILABLE FOR THE FOLLOWION MESSAGING INFRASTRUCTURE

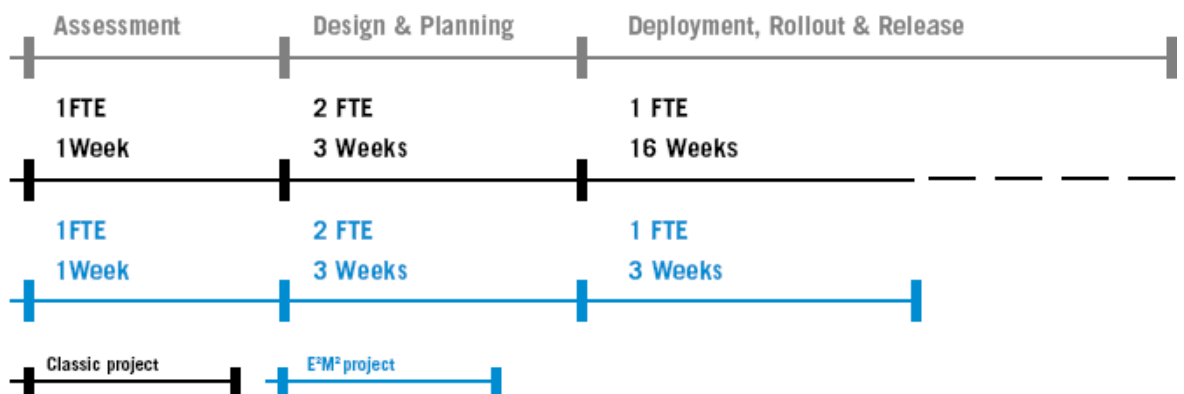
### Source messaging system:

Lotus Domino (any version),  
Web mail, Microsoft Exchange 5.5  
and 2000 or any messaging system  
based on IMAP4.

### Destination messaging system:

Microsoft Exchange 2000,  
2003 and 2007

## REMARKABLE SAVING IN TERMS OF TIME AND RESOURCES: A NIMBLE, SECURE, ECONOMICAL PROJECT



*Example related to a Messaging infrastructure migration project from Lotus Domino to Microsoft Exchange with 4000 mailboxes (average size of mail box 50MB)  
FTE - Full Time Equivalent*

## ISSUES OF A “CLASSICAL” EMAIL SYSTEM MIGRATION PROJECT

- Longer migration timeframe because of need for manual intervention in the process.
- Higher error rate due to manual setting of migration parameters (e.g. issues with selecting the users and objects for the migration).
- Difficult to create a comprehensive log file for the migration.
- Unstructured and decentralized data input and output for the migration.
- Security issues, administrators need credentials of a “Microsoft Exchange Full Admin” to operate the migration.
- Planning, tracking and monitoring of the migration is a completely manual task.
- Need to purchase third-party software for the migration of personal contacts, distribution lists and calendars / appointments.
- Need for manual intervention for handling representatives / deputies for shared mailboxes.
- Need for constant on-site presence during the migration process.
- Manual administration of user profiles in Outlook for administrators assigned locally to workstations.

## BENEFITS OF USING E<sup>2</sup>M<sup>2</sup> OF CLUSTER REPLY FOR EMAIL SYSTEM MIGRATION

- Elimination of idle times due to manual interventions.
- Near-zero error rate because of constant monitoring and plan-actual comparison.
- Centralized data input and output in SQL Server.
- Planning, tracking and monitoring tool which provides a high degree of flexibility in scheduling of migrations.
- Maximum level of security, "Microsoft Exchange Full Admin" credentials are encapsulated and hidden in E<sup>2</sup>M<sup>2</sup> during the migration.
- Secure information due to constant backup of the database architecture.
- Automated remote configuration of profiles in Outlook which eliminates the need for on-site presence and support.
- No additional costs for third-party software for migration of personal contacts, distribution lists and calendar appointments.
- No need for constant on-site presence during migration, thus reduced levels of administrators required.
- Enabling / disabling of web access to email boxes (OWA) and/or IMAP / POP / MAPI protocols.
- Significant reduction of cost and time for the migration process.



Cluster Reply's value is in guiding and supporting its customers in the implementation of projects, combining excellence and innovation with a consolidated knowledge of Microsoft applications, technologies and infrastructures.

Cluster Reply is the unit of the Reply group that focuses on infrastructures, guaranteeing value added in the planning, implementation, integration and management of Microsoft solutions in complex architectures and environments. The mission of Cluster Reply is to design and implement the best architectures and infrastructures for corporate information systems. Cluster Reply adds flexibility and adaptability to the IT architecture: a new nerve center of back-office systems that offers a seamless integration with mission critical application systems. The offer of Cluster Reply includes: Systems & Operations Management, Directory Services, Server Consolidation, Messaging & Collaboration (email infrastructure and solutions for migration and version upgrade), Videoconference Solutions, Disaster Recovery and REJ Studies (Rapid Economic Justification).

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