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E-mail Server Infrastructure Design and Migration

Situation

The Client, an international media information firm with headquarters in the U.K. and main facilities in West Chester, Pa., Virginia Beach Va., and NYC, NY along with numerous remote locations throughout the USA, needed to standardize on a common system and migrate over 500+ users to a redundant server and email platform. The client also requested a complete assessment of current and future IT needs to ensure that any proposed architecture would have the flexibility and scalability to grow with the organization.

The key challenge was how to build and migrate from the current Lotus Domino worldwide network to a unified and redundant Microsoft Exchange platform accessible both internally and over a secure Internet connection.

Solution

Enable Consulting, LLC. was engaged to design a Microsoft Exchange network and create a seamless e-mail migration mechanism from the existing Lotus Domino platform. The critical success factor for this solution was to ensure that no existing e-mail would be lost as a result of the migration.

Enable utilized its SCOPE™ planning model to gather customer requirements and identify the issues critical to success. The SCOPE™ planning model blends facilitation techniques with ideas-mapping software to produce a result that involves all vested parties and the project team from the beginning. The planning model's results included a detailed feasibility evaluation, needs assessment, architecture, and project and migration plan used to complete the development and migration to the new e-mail environment.

To accomplish this, Enable developed the new architecture, developed migration tools, created a pilot platform to demonstrate the functionality and capabilities of the new environment and developed the plan and managed the deployment of the migration. The pilot platform facilitated the migration by; educating the client's IT staff, uncovering any potential migration issues, and giving the Client a sandbox from which to develop experience and knowledge on how to use and support the additional applications and capabilities. Throughout the migration process, Enable conducted mentoring and knowledge transfer activities to provide the necessary information to the client's IT support staff.

Benefits

- Common platform throughout company's 500+ worldwide users
- New platform will offer enhanced capabilities and functionality
- Lower IT support requirements and costs

For More Information

Contact the Enable Consulting, LLC. at 215.540.9655,
e-mail info@enableconsulting.com or visit our website www.enableconsulting.com.

Solution Overview

Customer Profile

An international media information firm, with IT headquartered in West Chester, Pennsylvania.

Business Situation

Needed to migrate to a single system and leverage for more utilization and functionality

Solution

Develop and deploy a migration plan that minimized disruptions and prepared the client for full utilization and support of the new system

Benefits

- Common Platform
- Increased utilization
- IT staff preparedness

Software and Services

- Microsoft Exchange 2003
- Microsoft Windows 2003
- Microsoft Active Directory
- Microsoft Outlook
- Microsoft IIS Server
- Lotus Domino

Key Activities

- SCOPE based feasibility study & needs assessment
- Development and implementation of complex system migration plan
- Knowledge transfer and IT staff mentoring