Quest Ensures that Willis' Exchange Migration is Fast, Seamless, with Minimal Risk of Failure

Willis is one of the world's leading risk management and insurance intermediaries, with more than 13,000 employees in 300 offices located in 100 countries. Willis' global IT department, part of which is based in the UK, called on Quest Software for help with migrating e-mail from Lotus Notes to Microsoft Exchange.

The Challenge

In 2006, Willis planned a global deployment of Exchange 2003.The move was intended to support its new business-critical insurance brokering package, which required Microsoft Outlook as the underlying e-mail system. Willis had been running Lotus Notes e-mail on 75 Domino servers located around the world, with the largest groups of users based in the UK and the U.S. Whilst a global policy for the deployment was formulated, the IT departments in each location would be responsible for migrating the two programs at a local level.

In formulating its requirements for the Exchange deployment, Willis' priority was to maximise the number of mailboxes that could be migrated each day, and to minimise the impact of the migration on the users. Planned e-mail downtime -- at night for example -- would be acceptable, but any unplanned downtime was not an option. Willis decided that a third-party solution was required to speed up the deployment as well as minimise the risk of failure and its subsequent impact on the users.

To further minimise migration risk, Willis chose to limit the amount of e-mail that would be migrated to Exchange to fewer than three terabytes. It would provide access to the balance of the historic e-mail – over three additional terabytes – via Lotus Notes.

The Quest Solution

Willis' global IT department considered two solutions, but selected Quest's Notes Migrator for Exchange because of its unique ability to perform a granular migration. Willis wanted to move data by date range and mailbox selection, and without attachments. It also needed to migrate groups, personal address books, messages in either HTML or text format, and recurring appointments. In addition, Willis sought a multi-threading capability, a log viewer and the ability to easily re-run migrations without duplication. A proof of concept was carried out in the U.S. prior to the purchase, which proved successful in meeting all requirements.

Quest Notes Migrator for Exchange provides a reliable, high-performance solution for migrating from Lotus Notes to Microsoft Exchange Server. It converts users' mail, calendars, tasks and personal address books to the Exchange platform and stores them in new mailboxes on the Exchange server. The solution enables administrators to manage the migration process with confidence using the project management and reporting capabilities.

Willis' UK team deployed the Exchange platform from March to June 2006. The migration was an overall success with very few files not migrating due to small issues, such as outdated Notes templates. "It would have been foolish to expect a migration from Lotus Notes to throw up anything less than a few small glitches," said Norman Noble, senior technical specialist at Willis. "And without Notes Migrator for Exchange, I have no doubt that there would have been far more issues."

The Bottom Line

Willis' Quest solution ensured that the deployment of Exchange 2003 was a success. "Notes Migrator for Exchange ensured that 98 percent of our staff was immediately productive following the deployment," said Noble. "Downtime was kept to an absolute minimum – it was a major success in every sense."

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— Norman Noble
   Senior Technical Specialist
   Willis

Overview

Headquarters

Ipswich, England

Services

Insurance broking and risk management

Critical Needs

Solution to seamlessly migrate Lotus Notes e-mail to Microsoft Exchange Server 2003 with minimal end-user impact

Solution

Notes Migrator for Exchange

Results

• Provided a seamless deployment with minimal user impact and no unplanned e-mail downtime

• Completed the migration before a business-critical deadline

• Delivered subsequent cost and time savings associated with fewer servers

The speed of the migration meant that the deployment did not impact on Willis' critical policy renewal period, which takes place from November to the end of February. "It was vital that our deployment was complete before November," explained Noble. "Notes Migrator for Exchange provided us with an extremely fast deployment, in terms of installation, ease of use and migration processing, so there was no danger of our business being affected by any system delays."

Willis' deployment of Exchange 2003 has provided significant cost and time savings. "We have reduced the number of e-mail servers from six to one, which has helped us to avoid expenses and labour associated with storage, licences and maintenance," noted Noble.

About Willis

Willis is one of the world's leading risk management and insurance broking intermediaries, with about 13,000 employees in 300 offices located in 100 countries. It delivers professional risk transfer, risk management, loss management and actuarial services to companies, as well as financial and employee benefits consulting.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at **www.quest.com**.

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