



The City of San Mateo Jump Starts Stalled Migration with Notes Migrator for Exchange

Incorporated in 1894, San Mateo is one of the larger suburbs on the San Francisco Peninsula, with a population of about 90,000. When its migration from Lotus Notes to Exchange stalled, using Microsoft tools, the city's IT staffers realized they urgently needed help from Quest Software to overcome "showstopper" issues.

The Challenge

The City of San Mateo decided to migrate from Lotus Notes to Exchange primarily because of Domino licensing costs. While the recurring costs for Domino were substantial, the client access licenses (CALs) for Exchange were included in the city's enterprise agreement for its office productivity suite. The city projected that it would save more than \$20,000 a year by moving its 700 employee mailboxes to Exchange. In addition, it recognized that hiring administrators skilled in Exchange is much easier than finding people to run Domino servers, making Exchange easier and less costly to maintain.

However, the city's small IT staff was uncomfortable about tackling the migration. First, the city was concerned about the performance and reliability of the native tools. Second, the IT staff numbered only about 13, and was shrinking. A pilot migration of less than 50 users using native migration tools had taken two months. With many other pressing projects, the remaining staff simply did not have time to undertake a migration.

Therefore, the City of San Mateo decided to outsource the migration to a third-party firm, which planned to use the Microsoft Transporter Suite. Just 110 hours into the migration project, the outsourced vendor ran into four issues that brought the migration to a complete standstill. Steve Engle, Network Administrator for the City of San Mateo, immediately phoned his Quest Software representative to ask: "How fast can you get me 700 seats of your product?"

The Quest Solution

The product the City of San Mateo requested was Quest Notes Migrator for Exchange. Notes Migrator quickly and accurately migrates users' e-mail, calendars, tasks, and personal address books from Lotus Notes to new mailboxes on an Exchange or Exchange Online server. It preserves valuable information—including dates, times, HTML formatting, senders, recipients and attachments—and allows users to reply to migrated messages without making address edits.

Equally important for the City of San Mateo, Notes Migrator takes very little administrator time. It automates a host of tedious administrative tasks, including mailbox creation and mail routing, which not only saves time but also prevents errors. Notes Migrator also eliminates the need for cumbersome export/import and data entry procedures by converting personal address books and distribution lists into contacts on the Exchange server, preserving key information, such as phone and fax numbers, mailing addresses, nicknames and distribution lists. Administrators have complete control over the migration process through project management and reporting capabilities.

The Bottom Line

With Quest's highly rated support staff on the job, the City of San Mateo had a demo of the product up and running within 24 hours, and the full product installed and running in fewer than 48 hours. "I could see right off the bat that the Quest tools were going to resolve the technical issues in this migration," stated Engle. "Notes Migrator was going to make the whole thing possible after all."

"In terms of migration tools, Quest Notes Migrator really stands alone. But more important, when the chips were down, our Quest representative helped us to salvage a difficult situation—our migration was at a complete standstill using Microsoft tools. I would recommend Quest's migration tools—and Quest's service—without hesitation."

- Steve Engle
Network Administrator
City of San Mateo

Overview

Headquarters

San Mateo, California

Services

City services

Critical Needs

To migrate from Notes/Domino 8 to Exchange 2007

Solution

Notes Migrator for Exchange

Results

- Completed a stalled migration
- Migrated 650 users in three weeks, as opposed to 50 users in three months using other tools
- Reduced administrator workload through automation
- Minimized impact on users by enabling migration of personal data

After switching to Notes Migrator for Exchange, the City of San Mateo was able to complete the migration of 650 users in just three weeks. "It's impossible to calculate the cost savings provided by Notes Migrator," said Engle. "Trying to compare the costs would almost be like multiplying by zero—we just couldn't get the migration done following our original plan."

Notes Migrator's automation was invaluable; it made up for the lost time spent struggling with native tools and scaling the migration up to transition hundreds of users. "If you're trying to move more than a handful of accounts, batch jobs are an absolute necessity," explained Engle. "With Notes Migrator, I was able to define a collection of as many as a hundred mailboxes, schedule processing on Friday afternoon, and just check Saturday morning to see how the job went. With the other migration tool, I would have had to manually queue up every single mailbox, one after the other, and monitor the migration progress in real time, day after day. That just isn't a workable approach."

The self-service desktop migrator function of Notes Migrator was particularly valuable in making the migration painless for end users. Although city policy prohibits local address books on any Notes installations, IT staff discovered during the course of the migration that local address books were actually fairly common—and the migration strategy had no plan to deal with them. Fortunately, Notes Migrator includes the self-service function that can be run by end users (or by an administrator on behalf of an end user) to migrate their own mail, personal address books and archives. This tool enabled the City of San Mateo to migrate the valuable data in its users' local address books to Exchange, enabling employees to continue to be productive in the new environment.

With Quest Software, the City of San Mateo was able to successfully complete its migration from Lotus Notes to Exchange quickly and painlessly. "In terms of migration tools, Quest Notes Migrator really stands alone," said Engle. "But more important, when the chips were down, our Quest representative helped us to salvage a difficult situation—our migration was at a complete standstill. I would recommend Quest's migration tools—and Quest's service—without hesitation."

About the City of San Mateo

Incorporated in 1894, San Mateo is one of the larger suburbs on the San Francisco Peninsula, with a population of about 90,000. For more information, visit <http://www.cityofsanmateo.org/>.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure, and virtual environments. Quest also provides customers with client management through its ScriptLogic subsidiary and server virtualization management through its Vizioncore subsidiary. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 100,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.