



## Microsoft Exchange Migration Services for a Global Manufacturing Giant

### Client Profile

The client is a global manufacturing giant based in the US. The global operations are spread across more than 20 countries. At the time of the engagement, the client had just spun off from its parent company, and until it was spun off, shared its infrastructure with the rest of the parent company.

### Client Context

The client's IT Management team made a business decision to migrate to its own Windows 2003 Active Directory and Exchange 2003 infrastructure. The active directory migration was performed for 20 locations worldwide while the mailbox migration of 6,800 user mailboxes was distributed across similar Exchange infrastructure at the three poles. The key challenge for Microland was to perform the entire migration under four months and transition the active directory and messaging operations to Microland's Remote Management Centre in Bangalore.

### Microland Approach

This assignment was primarily being delivered from the US. Some of the specific challenges were:

- Migration of IT resources such as users, computers, printers, user mailboxes for approximately 6,800 users spread across 20 countries within a duration of four months
- Designing a scalable and robust Active Directory infrastructure and highly available messaging infrastructure which would also support mobility initiatives/ solutions
- Implementation and migration strategy for setting up the new client infrastructure and migrating the IT resources from parent organisation to the new client IT infrastructure
- Setting up the new active directory and messaging infrastructure and undertaking active directory migration in phases across poles while carrying out bulk migration of user mailboxes spanning the entire organisation

- Knowledge transfer client IT teams for the new AD and messaging infrastructure thereby ensuring their availability and support in performing migration activities
- Ensuring user communication and awareness initiatives cover the entire user community thereby ensuring improved user experience

### Solution

Microland designed and deployed the new Active Directory and messaging infrastructure and assisted in migrating the client's IT infrastructure from the parent organisation to the new client IT infrastructure.

We divided the Microland staff on the project into two distinct teams, one responsible for deployment and migration of AD infrastructure and the other team responsible for deployment and migration of the messaging infrastructure.

This approach, coupled with Microland's strong process excellence commitment, resulted in completing all active directory and messaging related deployment and migration activities within the estimated timelines.

### Solution

Microland helped client in transitioning quickly from the parent organisation's IT infrastructure to its own infrastructure thereby meeting the client's needs

- High quality of execution
- Seamless and efficient migration
- Adherence to the Customer's Quality Policy and Service Orientation
- Knowledge sharing to client IT teams ensuring all support issues are resolved
- Availability of 24x7 support for migration- related issues
- Transition to Microland remote management teams in an efficient manner