



## Case Study: MS Exchange Upgrade & Consolidation

**Within 10 weeks, Wave managed to upgrade and consolidate about 13,000 users from a Microsoft Exchange 2003 environment with 25 servers to a Microsoft Exchange environment for a world leading manufacturer of special chemicals, ensuring total systems management and associated long-term cost savings.**

### Industry

- ☑ Chemicals

### Challenges

- ☑ **Consolidate** Exchange servers to improve responsiveness and reduce costs
- ☑ Improve messaging productivity while **upgrading** to a new environment
- ☑ Fully automated **migration** of users from MS Exchange 2003 servers to a single Exchange 2007 server without interrupting the daily business

### Solution

- ☑ **Wave ConsoPST** helped to upgrade and consolidate the 25 servers in 25 countries, containing 13,600 Exchange mailboxes

### Benefits

- ☑ Network strain reduction and faster applications
- ☑ Simplification of IT Management
- ☑ Upgraded Exchange Server

Wave's client is the number one in its six operating divisions in the chemistry sector. The company reaches an annual turnover of € 4 million and is listed on the Euronext Stock Exchange in Paris. Since 1998, the firm has successfully provided value-added products and high-performance solutions to diversified markets, including automotive, electronics, flavours, fragrances, health, personal and home care, consumer and industrial goods.

Its strong geographic presence in high-growth markets, combined with the dedication of 13,600 employees and its resolute commitment to areas of sustainable development, the company is in the strongest of positions to face the challenges of today's industry. The group is established in 25 countries worldwide with manufacturing facilities and R&D centres in all four major regions of the world – Europe, North America, Latin America and Asia Pacific.

### The challenge: Simplifying the Exchange infrastructure whilst upgrading to a new mail server

As a leading manufacturer, Wave's client is focused on performance, budget guidelines, safety and environmental protection. Therefore, their IT team is always looking for ways to increase the organization's flexibility and cost-effectiveness. As projects become more demanding, the employees require technology to simplify the way they work.

**The client's IS Manager explained:** "We had a distributed Exchange server strategy for the company. Our rule of thumb was that any office with 25 or more members should have its own Exchange server. Performance of email was so important to us that we were willing to take on the cost and complexity of managing this system."

"We were aware of the value of consolidating multiple smaller LAN infrastructure servers into centrally managed target servers. Firstly, the number of servers and network change requests in many environments had become unmanageable and we were looking to reduce this complexity via centralization. Secondly, as the price of servers and LAN components had continued to escalate, we were looking for ways to reduce costs and improve service."

"With Exchange 2003 and its 'cached mode' functionality, we thought we might finally be able to consolidate our Exchange infrastructure, but when we started the consolidation process in some of our smaller offices, we saw a large spike in our network utilization and overall performance. This was not acceptable. We knew we would have to address this issue in order to make this consolidation project a success."

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## ConsoPST for Exchange

was developed to migrate and recreate all user accounts onto Exchange 2007 and then automatically update the Outlook profile of each migrated user once the user logs on to the network. Thus, the manual re-configuration of profiles can be avoided, not only to save time, but also to limit the risk of possible errors.

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ConsoPST for Exchange gives you the option to keep a copy of the former profiles in addition to the new profiles. This gives each user the possibility to switch back to their initial server in case of any data problems that could occur during the migration process.

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He noted: “We were also looking for ways to accelerate the performance of all applications – email, file sharing, Microstation etc. – and we were thinking of upgrading our Exchange server at the same time. And that’s when we discovered the Wave technology and services”.

## The solution: Wave ConsoPST overcomes performance limitations

Wave’s in-house developed software, ConsoPST, has enabled this leading manufacturer of earth-based chemicals to consolidate its Exchange servers across the organization efficiently, safely, fast and at a reasonable price.

Wave started by deploying ConsoPST for five test mailboxes as a pilot phase during a period of two days upon client’s request. Once the test phase was declared complete, the rest of the process continued with an upgrade of 10 mailboxes as a test phase. After the phase had been verified, the big upgrade and consolidation project could begin.

**The client’s IS Manager declared:** “Everything ran smoothly. We were informed about any loss of data or disruption for the end user. Wave upgraded our email system to Exchange 2007 in a single day and consolidated our servers over ten weeks. For each possible error that could have occurred during the migration and consolidation process, corrective actions were programmed so that our platform migration could be completed successfully and on time.”

“Wave’s consultants worked with us closely during every step of the project. Their responsiveness and flexibility was very much appreciated at a time when IT service providers are usually big entities providing standardized solutions without any real effort to understand and adapt their offer to our particular needs.”

He added: “Each of our requests was taken into consideration, from the partitioning of the read and unread emails to the design of our new email platform. Their support was particularly appreciated at the end of the mission. When, in most cases, IT suppliers would have sent the invoice and left us to face the post-upgrade and consolidation phase, Wave remained at our disposal to mainly respond to the rare end user issues and also answer our few questions.”

## The benefits: Consolidated Exchange Servers, Reduced Network Strain, Simpler IT Management, improved ROI – with Happy End Users



Concerning the new messaging platform, Wave has made it possible:

- Increased mailbox quota
- Improved service and better performance
- New Outlook Web Access (OWA) interface

"We were all amazed by the proactivity and effectiveness of Wave's team and processes. Moreover, when you look at the performance results of Wave's consolidation solutions, you can easily see how it can save workers significant amounts of time. This time can be spent on other projects. In total, we paid a really fair price and benefited from a maximum ROI."

*Client's IS Manager*

"Whereas we used to have 25 Exchange servers, we now only have one Exchange server that is in just one location. Administratively, this is a huge benefit to us. At the same time, it makes no difference to end users. The deployment of ConsoPST helped speed up our applications – exactly what we needed for a successful consolidation." The client's IS Manager declared.

**The client's IS Manager remarked:** "Despite the large file sizes and the amount of emails we moved around, ConsoPST has enabled us to significantly reduce the bandwidth utilization we would otherwise see. Using the reporting on the software, I can see that we get an average of 72% data reduction across our local-area network. For external exchange, it can be as high as 84%."

"Using ConsoPST, we successfully implemented the Exchange consolidation and thus, save the organization significant capital investment. Each Exchange server can cost somewhere between 10,000 and 15,000 Euros to deploy, and the ongoing management and maintenance tasks can significantly impact the productivity of the IT team."

"These savings were based on the assumption that end user performance was acceptable and there were no additional bandwidth upgrades – Savings were realized by Wave's competent experts based on these assumptions."

He followed this point with the fundamental justification for the ConsoPST purchase: "While saving some money on Exchange servers is nice, we really justified this project based on productivity. We conservatively estimated that, if we could save our workers just 5 minutes a week and then multiply this by 50% of our workforce and average billing rate, this product pays for itself in under a year. This is indeed a great return on investment for us."

## About Wave

Wave is a leading migration specialist providing innovative solutions and software for the Groupware markets. Wave offers a proven track record of Lotus Domino and MS Exchange migrations, server consolidations, user deployment, client and application migrations and upgrades for large corporations and small businesses around the world. The company is well positioned to precisely meet the needs of customers in the messaging marketplace. Wave has global presence, broad product capabilities among its software portfolio and a strong emphasis on innovation and technology, as well as a culture based on flexibility, performance and services.

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