



## Case Study: Migration MS Exchange to Domino for a Humanitarian Aid Charity

An international humanitarian organization takes the long-lasting decision to migrate their users to Lotus Notes from MS Outlook with Wave.

### Industry

- Humanitarian Aid

### Challenges

- Migration from Microsoft Exchange Outlook 2003 to Lotus Domino Notes 8
- Smooth, flawless and secure **communication** during the migration process

### Solutions

- As a messaging migration specialist, Wave delivers its **own customized software** to migrate from Exchange to Domino servers
- Wave's solutions can be **adjusted to requests and specifications** of each individual client
- Wave also provided an **IT architecture audit**
- Assistance in change management** through end-user helpdesk and training

### Benefits

- Successful, secure and smooth migration
- Services included in Wave's Migration SaaS Pack
- Messaging migration at the right price

Wave's client is one of the world's largest providers of social aid. The movement was formed in 1865 and is an integral part of the Christian Church. The company's objectives are the enhancement of education, the relief of poverty and many other charitable activities beneficial to society, the community or mankind in general.

In addition to community centres and disaster relief, the organization does work in refugee camps, especially among impoverished people in Africa. It operates in 120 countries and provides services in 175 different languages. Its claimed membership includes more than 17,000 active and more than 8,700 retired officers, 1,041,461 soldiers, around 100,000 other employees and more than 4.5 million volunteers.

### The challenge: Replacing an Exchange environment with Domino through a risk-free, cost-effective and comprehensive migration solution

The new messaging infrastructure required the migration of roughly 800 telephone extensions, 240 mobile phones and around 1,200 desktop and laptop computers with the same amount of mailboxes and several thousand applications that were stored on four servers. The connections to this server included dial-up, mobile, broadband, local area and wide area networks. This system had experienced an email data load of hundreds of thousand kilobytes each day.

**The client's director of IT Infrastructure Services explained:** "Our email system had Exchange as a primary environment, which needed to be upgraded. The problem was that the users were on different servers. Consolidation on a common platform was needed in order to make email easier to support."

"We needed a cost-effective solution that supported end user productivity to ensure the delivery of better service and increased cost savings. Because our workforce had the constant need to share information within tight deadlines, I was eager to get a collaboration-friendly, secure and scalable email environment that improved network performance and created as little maintenance and management effort as possible."

He therefore decided to transition from an MS Exchange to a Lotus Domino environment, but he had concerns about the migration. The migration had to be deployed fully automatic and with little or none interruption to their employees' work routine.



## The solution: Wave surpassed the client's expectations by delivering additional services around the migration

"As a result of the attention that was so carefully given to our change management, Lotus Notes could ultimately be deployed successfully to all our 1,200 users. We did not suffer any data loss, communication disruption or security failure."

**Charity's Director of IT Infrastructure Services**

Wave performed a careful infrastructure assessment and designed the software to our needs prior to the system roll out. The project team initially migrated 100 users in order to assess the progress and results. When IT performance issues were identified, Wave adapted the software to eliminate the risk of possible problems.

**The client's director of IT Infrastructure Services specified:** "Wave's consultants did a very professional job throughout the whole migration process. We formed a deployment team together to upgrade memory and replace outdated workstations. Afterwards, they provided us with end user information and training for the new system to ease the transition."

"Wave's consultants made online training materials available to our users. They also taught live mobile classrooms prior to the deployment, catering for different user levels and departments. Additionally, they provided on-site assistance and an end-user helpdesk."

## The benefit: A successful migration at the right price accompanied by professional services

Wave delivers an all-round migration solution consisting of customized software and services that delivers a nearly fully automated process. Compared to a standardized software migration approach, this has the advantage of faster, more secure and smoother deployment.

Moreover, as a software manufacturer, Wave owns all patent rights and controls the licensing fees. This makes it possible to offer migration software and service solutions at a fraction of competitor prices.



Monitoring help desk tickets and surveying user satisfaction provided valuable insights that kept the deployment on track.

## 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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