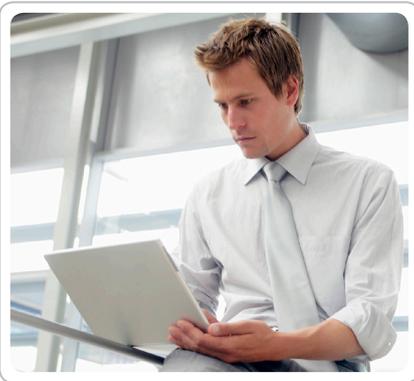


Pitney Bowes

EMC Consulting orchestrates a seamless migration to Microsoft Exchange for over 20,000 employees worldwide



A worldwide provider of progressive mailstream software, hardware, service, and solutions, Pitney Bowes has been helping its customers drive higher levels of productivity and profit for nearly 90 years. Today, two million customers rely on Pitney Bowes' product and service innovations to successfully and economically address mailstream-related challenges in an evolving marketplace.

With a presence in over 130 countries, supported by 35,000 of employees, Pitney Bowes places a high priority on its own operational efficiency and effectiveness. Continually seeking new ways to employ best-in-class technology to achieve its goals, the company decided to upgrade its legacy messaging environment to Microsoft Exchange® 2007 for greater functionality, flexibility, and scalability.

A Microsoft Gold Certified Partner and proven resource for helping companies leverage Microsoft technology to its fullest advantage, EMC® Consulting was engaged to assist Pitney Bowes in facilitating a streamlined, non-disruptive migration of over 20,000 mailboxes to Microsoft Exchange.

“Our messaging environment is critical to our day-to-day operations and we use it extensively to communicate and collaborate with one another,” says Donna Dietz, Vice President of Technology Planning. “We consider EMC Consulting to be one of the best Microsoft consultancies out there, so when we decided to migrate to Exchange, we knew we could count on the EMC team to help make it a success. We had worked well with them before; they clearly had the skill sets needed for this project; and they provided their services at the right price-point.”

Removing the barriers for improved communications flow and simplified operations

Operating on old hardware and with support for the current software version ending, Pitney Bowes' six-year-old, 20,000-seat messaging environment was at a crossroads.

At the time, everything from backups to spam and virus gateways were managed in-house for approximately 60 mail servers, each with a clustered partner to support replication. Each server accommodated about 1,500 users with tight limitations of 200 megabytes per mailbox. Because most users did not have a local copy of their mailbox and had to work with a live copy off the server, the existing messaging environment was exerting a significant strain on the company's LAN/WAN infrastructure. Although the majority of users were consolidated between two data centers, two additional data centers from recently acquired companies were also involved, further adding to the complexity of the environment.

The choice to migrate to a Microsoft Exchange environment was a strategic one. Growing user requests for specific features and functionality, particularly with regard to third-party integration, were more easily accommodated by the Microsoft Exchange platform. In an active acquisition phase, Pitney Bowes was also finding that the majority of its acquired companies were already using Microsoft Exchange. Users from these acquired companies were, for the time being, loosely integrated into the company's existing messaging infrastructure, which meant more time and expense had to be devoted to maintaining separate environments and directories. These issues would be eliminated, and new acquisitions more easily integrated with less resistance, if the company consolidated to a single Exchange platform.

“This was an international deployment effort that touched every country and every user, and required pushing software to every system in all those languages. To accomplish this effort in such a short timeframe was a major success. EMC Consulting was a key contributor and true enabler in our ability to realize this goal. It is a proving case for Pitney Bowes, as well as for others, that it is possible to successfully handle mass-scale change relatively quickly. “

Donna Dietz, Vice President of Technology Planning

With the option to host and support its Exchange environment through Microsoft Online (MSO), Pitney Bowes expected to garner additional benefits for both its users and IT department. Users would be able to take advantage of a 1 GB mailbox—a significant improvement over the existing 200 MB mailbox—and access their mail directly over the Internet from any location as well as offline access to their mailboxes, using Microsoft Exchange Server 2007 Outlook Anywhere functionality. Fifty mail servers could also be eliminated from the data center, freeing up valuable floor space. Additionally, by being able to confidently hand off time-consuming messaging environment support activities to MSO, such as anti-virus and anti-spam activities, disaster recovery, scaling, and upgrades, more of the IT staff's time could be spent on business-improvement and revenue-generating activities.

A comprehensive approach to meet every need

Working within an aggressive timeline, EMC Consulting was entrusted to help ease the transition and speed the deployment of one of the largest mailbox migrations to date.

The scope of the EMC Consulting project involved comprehensive planning and management of the migration process for the seamless transition of over 20,000 mailboxes and BlackBerry devices along with their calendars, tasks, and distribution lists from Pitney Bowes' existing mail servers to a Microsoft Online hosted Exchange environment. Two additional e-mail systems from recently acquired companies were also included in the migration project.

Acting as the lead solution provider, EMC teamed up with and coordinated the efforts of several other vendors to ensure the best possible outcome. For example, the EMC Consulting team's close and ongoing collaboration with Microsoft resulted in the re-engineering of the migration process which helped to ensure a more simplified and streamlined approach than was previously possible. EMC also worked directly with Binary Tree Inc. which provided powerful coexistence and migration tools, and an offshore team for migrations, which provided the customer a global virtual blended delivery model to drive costs down while maintaining high quality.

“EMC Consulting took the time with Microsoft to acquire a deep and thorough understanding of the process,” says Stephen Rayda, Director of Technology Planning. “The quality of the planning, their proficiency with various toolsets, and the expertise they brought to the directory piece of the project, enabled EMC Consulting to quickly address any challenges and properly guide us throughout the process.”

To minimize user impact, migrations were done at night or over the weekend using Binary Tree Inc.’s powerful CMT Universal application. This process ran so smoothly that over the course of all 20,000-plus migrations, there was only one evening out of 100 where the number of mailbox migrations fell below the targeted 300 per night quota. The technical issues that caused the delay were quickly resolved and the migration schedule was again on target within two days. At the height of the mailbox migration process, nearly 1,000 users were migrated over a 24-hour, Saturday-to-Sunday period.

To keep the migration schedule on the fast track and to avoid possible overload spikes on the company’s network, EMC worked with Pitney Bowes to decide that the contents of mailboxes would not be included in the mailbox migration process. This approach helped avoid a massive rush of mail synchronization that would occur when users of migrated accounts accessed their mailboxes for the first time the following morning. At the same time, to preserve user access to business-critical data, the project leveraged a process to give users the option to utilize Quest Software’s Notes Migrator for Exchange, which copied e-mail directly to their PCs (in the form of a PST file) from the data center.

“From the top down, this was seen as an extremely successful migration by everyone.”

Donna Dietz, Vice President of Technology Planning

Because the number of users allowed to migrate their mailbox contents was controlled, impact to Pitney Bowes’ production applications could be carefully managed for minimal disruption to day-to-day operations. Separating the migration of the mailbox contents from the actual mailbox migration piece also enabled mailbox migration to progress more rapidly.

“We wanted to pull the “bandage” off as fast as possible and pace the project to the extent that our help desk was able to keep up,” says Rayda. “We didn’t want data migration to be a limiting factor, and because of the way we did it, it wasn’t.”

Despite an aggressive schedule, the magnitude of the user base was such that the migration period was expected to last for at least six months. Therefore, it was vitally important to Pitney Bowes to be able to maintain coexistence between mail-enabled legacy applications and Exchange while the project was underway, and for several months afterward. To help ease the transition to Microsoft Exchange and preserve productivity during this sensitive period, EMC leveraged Binary Tree Inc.’s CMT for Coexistence tools with Zero Touch Application Remediation (ZApp) functionality. Through this innovative solution, users can easily access and use e-mail-embedded legacy forms and command buttons within Outlook. While the technical solution employed to allow for this separation leveraged these tools, there was one application needed that could not be remediated through this process. EMC rewrote this critical application using a custom-developed Outlook Add-in on the meeting request form and Windows SharePoint services in the data center to re-create the ability to order food for meetings when scheduling conference rooms.

“With EMC Consulting, we didn’t have to worry about the ins and outs of user migration,” says Rayda. “We didn’t need to be involved in any of the technical details behind how the Binary Tree tools worked, and rarely had to engage in the data or user migration process. All we had to do was provide a user list that would be downloaded and they took it from there. It was a very steady process.”

Training pulls it all together

Under the direction of EMC Consulting, Solartech, another Microsoft Gold Certified partner, was brought on board to provide training for Pitney Bowes worldwide base of employees.

Accommodating 14 different languages, training options included a variety of learning modalities from classroom and auditorium instruction to live and recorded online sessions and documentation materials. Local desktop support also was provided where needed.

Finishing ahead of schedule, and with training a success, all of Pitney Bowes’ mailboxes worldwide are now supported by Microsoft Exchange.

“From the top down, this was seen as an extremely successful migration by everyone,” says Dietz. “Training has gone well and we’re getting lots of positive feedback from users about Outlook. Because we can more easily integrate Exchange with third-party solutions, our users can also leverage even more capabilities and benefits. “

Exceeding expectations

With major data center installations of EMC storage and VMware® solutions, and a history of successful collaboration on a variety of projects, Pitney Bowes has come to rely on EMC to help advance the company’s capabilities to maximize operational and business proficiency across the enterprise.

Pitney Bowes’ most recent engagement with EMC is no exception, and has served to further strengthen the conviction that with EMC Consulting support, and cutting-edge technology from such industry leaders as EMC and Microsoft, the company can break through even the most daunting barriers to reach new levels of success.

“This was an international deployment effort that touched every country and every user, and required pushing software to every system in all those languages,” concludes Dietz. “To accomplish this effort in such a short timeframe was a major success. EMC Consulting was a key contributor and true enabler in our ability to realize this goal. It is a proving case for Pitney Bowes, as well as for others, that it is possible to successfully handle mass-scale change relatively quickly. “



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