

PROJECT HIGHLIGHTS

- ✓ **2.2 billion Total Messages Migrated**
- ✓ **A Total of 97,000 Mailboxes Migrated**
- ✓ **736 Million Message Stubs Rehydrated**
- ✓ **1/2 PB Data Migrated for the Entire Project**

INTRODUCTION

The Bank is a top 10 financial services company in North America. The Bank was migrating their hosted Symantec Enterprise Vault email archive to the cloud-based Office 365 platform to reduce cost and raise end-user satisfaction. Two legacy email migration service providers were initially evaluated, but were inadequate during initial testing due to performance, cost and complexity issues. Archive360 replaced the first two vendors; they completed the email migration project on time and within budget; the CIO and Microsoft team are very pleased with the results.

PROJECT CHALLENGES

Because of strict financial industry data retention requirements and the ongoing need to quickly access and search email and attachments for eDiscovery response, the Bank had chosen to archive all email system content. For years, the Bank had been successfully archiving employee email and attachments with the Enterprise Vault Email Archiving system hosted and managed in an off-site data center. However, the combination of a standalone email archive and third party hosting strategy became increasingly expensive to maintain.

The Bank was exploring the possibility of moving the massive email archive to the Microsoft Office 365 cloud-based platform to save on overall costs and to provide a more centralized and easier end-user experience. The question the Bank faced was whether potential issues made the migration too risky and therefore not feasible. After talking to experts, the Bank wanted to go forward with the project if the potential risks could be addressed. The risks included:

- Most financial institutions face a constant barrage of civil lawsuits as well as strict regulatory data retention requirements. The email archive data migration process had to ensure that all email and attachments, including all metadata, had to remain in its original, unaltered state during and after the migration.
- The Bank was also well aware of the potential negative effects to employee productivity if the migration was not accomplished quickly and seamlessly, with little or no disruption to end-users. The cost of internal help desk support could skyrocket and employee productivity would fall if disruption were significant.

The most challenging and misunderstood technical issue was what to do with the hundreds of millions of message stubs (pointers/shortcuts) sitting in end-user mailboxes pointing at the EV

archive. Like many email archiving solutions, Enterprise Vault provides the ability to manage Exchange email box sizes by automatically removing email messages and/or attachments from the user's mailbox and moving them to the EV archive while keeping them accessible to end-users by leaving a stub behind pointing at the email message in the EV archive. Over time, this stubbing capability can create hundreds of thousands or millions of stubs in Exchange mailboxes. When it comes time to migrate the EV archive, these millions of stubs greatly complicate and slow the migration and cleanup and trigger ongoing end-user satisfaction issues.

THE ARCHIVE360 APPROACH

Two vendors were originally chosen and subsequently dismissed due to performance issues, projected cost, and complications. Vendor #1 experienced performance issues that would have caused the project to last well beyond the project timeline. Vendor #2 required an unnecessarily complex and expensive migration architecture that included requiring hundreds of servers to index, extract and migrate the archive data set in the time allotted. Instead, Archive360 was selected because of its expertise in migrating large archive data sets from legacy email archive platforms and its proven record of success. Archive360 installed the FastCollect for Archives solution, requiring only two servers (versus hundreds), and started the project immediately without any pre-indexing or other time-consuming preparations other vendors require. The migration process included:

Step 1:

Mailboxes are moved in batches from the Exchange 2007 production server(s) to the Exchange 2007 staging server(s). The production Exchange server contains up to 21 days of complete email and 14 months of partial emails (i.e. message stubs) in each user's mailbox. (Figure One.)

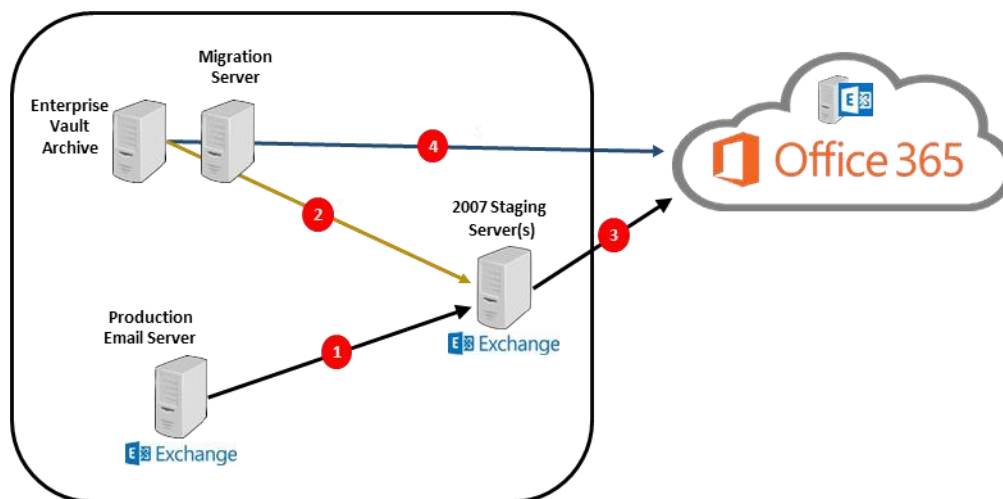


Figure One. The full migration process including message stub rehydration

Step 2:

The message stubs now located in the Exchange 2007 staging server are matched to Enterprise Vault archive messages and restored (rehydrated) to recreate complete messages. At the end of this process,

end-users are no longer dependent on Enterprise Vault and full Outlook search functionality has been restored.

Step 3:

Batches of mailboxes are pre-seeded to the Office 365 cloud. Once the pre-seeding/migration for each end-user is complete, a simple Outlook application restart connects the user to the Office 365 cloud, giving them full access to their Office 365 mailboxes with ZERO downtime.

Step 4:

Enterprise Vault archived email with respective attachments, contacts, and calendars are migrated directly to each end user's Office 365 mailbox personal archive.

PROJECT RESULTS

Financial institutions are always cognizant of both regulatory and eDiscovery concerns and must ensure data is migrated in a legally defensible manner - including all meta data.

Archive360 worked closely with Microsoft to successfully migrate 1/2 PB and 2.2 billion emails with zero end-user disruptions by bypassing the email archive vendor's APIs, instead directly accessing archived data in the safest and fastest possible manner. The biggest challenge Archive360 successfully addressed was the handling of hundreds of millions of email stubs located in Exchange mailboxes. Archive360's FastCollect for Archives migration platform recombined (rehydrated) 736 million email stubs with the original archived messages in EV, heading off huge end-user satisfaction issues that many migration vendors choose to simply ignore.

By migrating away from their hosted Enterprise Vault email archive, the client was able to save millions of dollars annually while improving end-user satisfaction. Archive360's FastCollect proved its capabilities for large, complex, and legally risky email archive migrations.

Project Results

- Total messages into Office 365: 2.2 billion
- Total mailboxes: 97,000
- Total message stubs for rehydration: 736 million
- Total data: 1/2 PB
- Total savings: Millions of dollars in hosting fees