

A User-Centric, Audited Cloud Migration



Leading Law Firm Prioritises Compliance & Staff Accessibility as it Moves Legacy Emails to the Cloud

Established over 100 years ago, international law firm Kennedys has seen considerable growth in the last 5 years within the insurance/reinsurance and liability industries.

Email is a business critical application within Kennedys where the messaging team supports users across 19 offices globally.

To support expansion and improve the accessibility of email, Kennedys embarked on a critical project to consolidate existing infrastructure and deliver a global standard for email services. This included huge volumes of legacy email archives.

Regulation had originally driven the need to begin archiving email, where Kennedys had used Symantec Enterprise Vault for many years to minimise mailbox sizes in Microsoft Exchange and also to store a compliance journal (an immutable record of all electronic correspondence into and out of a domain).

Whilst reviewing the proposed global upgrade of its Exchange infrastructure, Andy Maclusky, Consultant Program Manager at Kennedys, questioned the firm's intentions for a global roll-out of Enterprise Vault.

For some time, Kennedy's had been using Mimecast for email hygiene and continuity. By adding the Mimecast archive service to their plan, the additional licensing costs would be minimal and Kennedys would be able to shut down their on-premise archive servers, thus making the global roll-out of their new email service a lot more feasible in terms of user search, cost and implementation.

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Key Service Benefits

- Fast, optimised extractions from Enterprise Vault using a choice of API and direct connections.
- Complete legacy shortcut management ensures total transparency for users post-migration.
- Selective migration helps reduce the amount of data that needs to be moved into the cloud.
- Avoids the risks associated with manual migration by delivering full 1:1 auditing.
- Eliminates the costs associated with managing & maintaining legacy on-premise archives.
- Automatic re-tries on failed items & full progress reporting minimises intervention.

Supported Platforms

TransVault supports migration from a wide range of on-premise archive platforms into many other cloud platforms including Microsoft Office 365, Mimecast, Symantec Enterprise Vault.cloud, Proofpoint Smarsh, Sonian and many more.

Current supported platforms include:

- Symantec Enterprise Vault for Exchange
- Microsoft Exchange and Office 365
- Autonomy ZANTAZ EAS for Exchange or Notes
- Autonomy Message Manager for Exchange or Notes (formerly CA Message Manager)
- Autonomy NearPoint (formerly Mimosia)
- EMC EmailXtender for Exchange or Notes
- EMC SourceOne for Exchange or Notes
- HP RISS
- HP IAP
- iLumin Assentor
- Metalogix Archive Manager (formerly Exchange@PAM)
- OpenText IXOS-eCONserver
- Quest Archive Manager
- PST, NSF, EML & MSG files
- Other hosted archive vendors including Mimecast, Enterprise Vault.cloud & Proofpoint.

New connectors are being added all the time or can be commissioned. Please contact Essential for details.

Facts & Figures

- Source Archive: Symantec Enterprise Vault for Exchange
- Target Archive: Mimecast
- Volume: 8 TB, 70 million emails

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+44 (0)1275 343199
info@essential.co.uk
www.essential.co.uk

Kennedys

Legal advice in black and white

A User-Centric Environment....

With Enterprise Vault, messages older than 2 months were automatically archived and shortcuts left behind in users' mailboxes. This helped regulate mailbox sizes, but meant our users were unable to use Outlook search on all of their email, forcing them to use a separate interface to search older items.

Emphasised Maclusky, "Having a seamless user experience was at the heart of our project. Mimecast's Outlook integration feature (MSO) means our users can search across all their email in one place. Meanwhile, we can also keep mailbox sizes manageable."

Demands a User-Centric Migration Approach

A big challenge faced by Kennedys, therefore, was how to migrate of some 8TB of legacy email messages in such a way that it could:

- Ensure the same people had access to the same emails once they reached the new archive,
- Maintain the same folder structures users had defined in Outlook, and
- Avoid adverse impact on their existing environment

Explained Maclusky, "We did our research into migration methods, including manual extraction, which was deemed totally impractical. Eventually we went with a recommendation from Mimecast to contract the services of Essential Computing to oversee the project."

Essential delivered the project using industry-leading migration technology from TransVault Software.

Ensuring a Seamless & Reliable Migration

"TransVault maintains Outlook folder structures, which was critical for us because it meant peoples' email was presented back to them in Mimecast exactly as expected. Mimecast continues to preserve the folder structures so users can just continue organising their email in a way that suits them", continued Maclusky.

Proving that all messages were migrated was also vital to the law firm.

The project included the migration of over 70 million messages including the journal mailbox, where TransVault's full chain-of-custody reporting brought the firm peace of mind that all items were accounted for.

Project Planning is Vital for Success

Essential's approach was to deliver a carefully planned and proven process for extracting data from Enterprise Vault. This involved some minor development work to tackle unique message types. Kennedys' in-house team were then trained to manage the extraction, maintaining ultimate control over which users were migrated and when.

Concluded Maclusky, "Essential was good at managing our expectations as to how long each stage of the project would take. In fact, their parts of the project completed earlier than scheduled, giving me time to focus on other aspects that were lagging behind. For example, we were struggling with the upgrade path for our Exchange servers and Outlook clients. Not worrying about how the archive migration was going meant I could focus my time and energy into those issues. As a result, the project team delivered a global roll-out of an improved email service on-time, which will stand the firm in great stead for the future."

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