

Service Brief

Service Capabilities

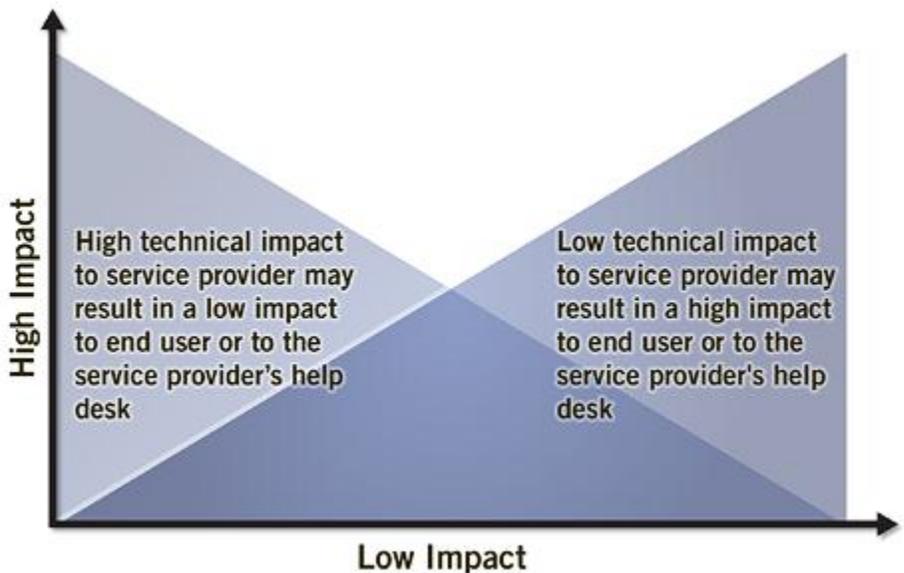
- Public & Private Cloud
- Project leadership
- Infrastructure design and implementation
- OSS/BSS integration
- Voice Services integration
- Microsoft SQL Server® consultation
- Mail Platform Migrations
- Content Services & Training

Applications

- Microsoft Cloud Services
- Microsoft CRM
- Hosted Lync
- Hosted Exchange
- Hosted SharePoint
- Windows Server 2008
- Provisioning & Automation Solutions
- Unified Messaging
- Office 365 Syndication

Business Challenge

Migrations are complex. implement.com Consulting Services can provide the knowledge, tools, and experience necessary to greatly reduce—and often eliminate—end-user impacts and project risks, and lower the costs associated with a migration from a legacy email solution to a targeted cloud services solution.



Balancing the Impact of Migration

The Solution

It's complicated to migrate to a Microsoft cloud messaging platform and there is considerable opportunity for error. The out-of-the-box tools provided to help you migrate are limited in performance, features, and functionality, and it is time-consuming and expensive to develop useful tools in-house. Ultimately, the success of your cloud messaging solution may be measured by the success of your migration.

implement.com has completed dozens of worldwide deployments ranging in size from thousands to millions of users. All told, implement.com engineers have migrated over 11 million mailboxes to Microsoft cloud messaging solutions. Partnering with implement.com enables you to gain access to unparalleled experience through the use of a proprietary tool set that eases the difficulty of migrations. The use of these tools enables implement.com to deliver seamless coexistence and migration phases while maintaining user transparency.

implement.com Migration Manager

Capabilities

- Integrate with customer's OSS/BSS to update users accounts/status during migration
- Integrate with target mail system to provision accounts prior to migration
- Integrate with customer's CRM system to send user communication on a scheduled interval
- Schedule users for migration
- Integrate with customer's OSS/LDAP to set mail routing or direct users to the new mail platform after users are migrated
- Create migration reports and send migration summary to a DL
- Send error notification via email

implement.com Content Migration Engine

Capabilities

- Configurable to run at specific times or 24 hours and with different throughput
- Maintains history of items migrated – (Note: content is not stored)
- Able to zip attachments, add it back to the email, and migrate
- Able to connect to multiple data sources to migrate
- Configurable to stop migration based on several parameters – I.E. specific hours, errors, maintenance windows, etc.

Migration requirements generally include user account migration, content migration, and mail delivery reconfiguration. As depicted in the "Balancing the Impact of Migration" diagram on the prior page, it is a goal of every migration to minimize user impact to the extent that the entire migration is transparent to the user base, no user accounts or mail messages are lost, and service downtime is minimized. implement.com can help you accomplish your migration goals by using the implement.com Migration Manager.

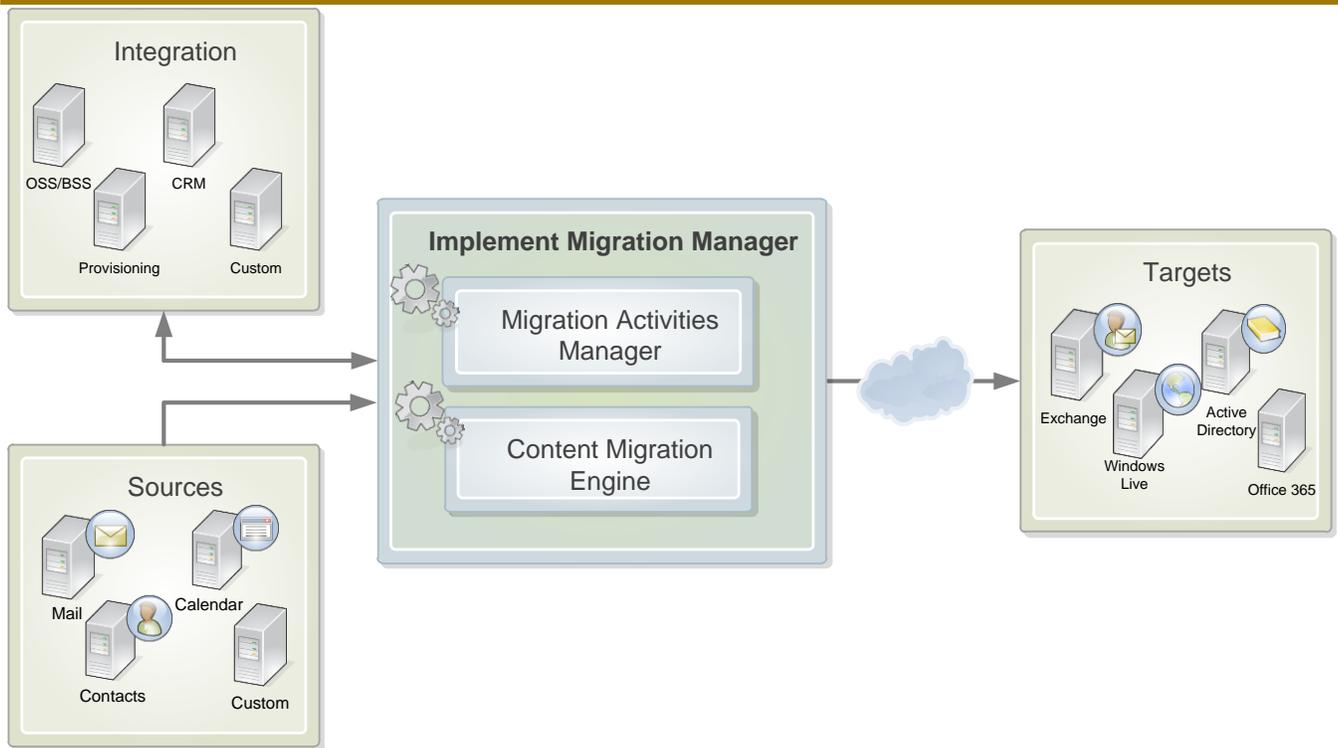
The implement.com Migration Manager

The implement.com Migration Manager (IMM) is a customizable, multi-threaded system that can integrate with the customer's provisioning and/or operational system to orchestrate the migration of user accounts and mailboxes from one mail platform to another. IMM is configurable to handle small numbers of users or large numbers of users simultaneously depending on the performance requirements of the source or target mail platform. IMM can also be configured to run 24 hours a day with different parameters during the day to minimize the impact to users and the existing platform as well as increase the throttle during evening to maximize throughput. IMM can be configured to run and migrate mailboxes at a specific start and stop time to align with a service providers' support and performance requirements.

The IMM consists of two primary components – Migration Activities Manager (MAM) and Content Migration Engine (CME). The MAM manages the workflow of processing users through the migration. MAM can integrate with service providers back office or operational system to coordinate and schedule the migration of users and update the customers OSS/BSS systems after the migration is complete.

The implement.com Content Migration Engine

The CME is a multi-threaded Microsoft Windows service that connects to the service provider source mail platform and database to extract mail items, contacts, calendars, etc. and migrate the content to the target platform. The CME can be configured to migrate one user at a time on a single server or migrate hundreds to thousands of users on multiple servers. During the migration, CME maintains a record of each item from the source mailbox to validate that all items are migrated for successful completion. In the event of an error (due to connection or time out issues), CME will retry migrating the mail contents from the last item migrated until migration is complete. In the event of a failure and resolution of issue, CME will restart the migration from the last item migrated to complete the migration. This ensures data integrity of the mailbox.



About implement.com

We have been focused on delivering the Microsoft platform for hosting, including Exchange, Office Communications Server (now Lync Server 2010), SharePoint, and Dynamics CRM for as long as these products and markets have existed. Our first efforts started in 1999 when we helped Microsoft put together the first formal guidance for hosting on Exchange 2000. In the nascent world of cloud computing, this makes us pioneers. Our work has been a combination of helping Microsoft as a vendor and member of its solution team that has developed guidance for hosters and also as a consultant to the service providers deploying solutions and technology for hosting Microsoft products. As a vendor and member of the teams that developed solutions including the HMC platforms, we have very deep expertise in this solution.

Our approach has always encompassed deep technical expertise across the disciplines of Systems Engineering and Software Developing; a true Systems Integrator. An additional critical service that complements our Systems Integration expertise is our Content Services practice, which includes Technical Writing, Graphic Design, Instructional Design, Online Training, and Editing.

Part of our history from the very beginning is based on expertise around large scale service provider email migrations. implement.com has migrated more than ten million mailboxes onto hosted Exchange since 1999. Through these years of experience, we have developed our own intellectual property in the form of best practices and tools. Most notably, our Content Migration Service (CMS), which automates the migration and provisioning of users onto hosted Exchange. Additionally, our CMS tools and best practices have been updated to include recommendations for two significant endeavors:

- For service providers that want to migrate their consumer POP users onto the Windows Live platform
- For customers or partners that want automated high scale migration support when migrating to the Office 365 platform

As a partner, we have assisted Microsoft with the development of guidance and tools on how to complete Office 365 Syndication projects. This entails a service provider reselling Office 365 under their own brand and involves integration of the service provider's order handling, billing, and provisioning systems with the Microsoft Online Syndication Interface (MOSI), and additionally, with the migration of any existing users and content from the service providers legacy systems onto Office 365.

With the release of Lync Server 2010 and its promise for replacing traditional on premise PBX systems with hosted Unified Communications, implement.com is once again at the forefront and in a position of thought leadership as we work with Microsoft and its customers on the opportunities for deploying a hosted Lync Server 2010 platform.

As a systems integrator with close ties to the major provisioning and automation independent software vendors, implement.com can help service providers fill these gaps. Because of our industry experience, proximity to Microsoft, and most importantly, the leadership, credibility, and trust we foster between our clients, Microsoft, and partners, we are frequently requested to provide guidance. Microsoft has previously turned to implement.com to help guide the industry with technical direction of how to migrate from HMC to Exchange 2010 SP2.

As cloud computing gains ground in 2011, hosted communications services will be one of the key areas of focus for the successful service provider.