



Server and Email Migration Case Study

A world-wide public relations firm based in San Jose, California chose ZAG Technical Services to upgrade their network infrastructure to servers that are state of the art and enable the highly mobile and dedicated users the always up access they require.

The customer was running NetWare 5.x servers and was relying on GroupWise 6.0 for their Email platform. These solutions, while great at the time they were originally deployed, had become dated and were taking too much time to manage.

Newer, much more robust platforms were available. The customer asked ZAG to review their network and make recommendations to bring them up to the latest service offerings. These offerings had to bring the customer a secure, reliable network that would be straight forward to maintain.

After meeting with the customer, ZAG determined that the best solution to meet their needs was to deploy Windows 2003 Server for file and print, and Exchange 2003 Enterprise for Email services.

ZAG had reviewed several different options for the customer before coming to this answer. Included in this was the possible option of upgrading the Novell environment. After reviewing these various options in detail, it was determined that Windows 2003 should be chosen because of its proven track record for reliability and outstanding security. Exchange was chosen with its ability to bring up disaster recovery databases real-time and the ease of using Outlook remotely.

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Exchange 2003 Enterprise Edition was chosen because it offers a stable platform that is easily accessible utilizing multiple methods via the Internet. Exchange 2003 Enterprise also has no limitations on database size which was required to accommodate the unique needs of the customer.

Exchange Enterprise also had the added value of having the ability to bring up a recovery database in the event that any email needs to be retrieved.

After completely engineering the solution, preliminary tasks such as building the new servers, creating the new Active Directory Domain, mapping out user rights, and other initial steps were performed.

ZAG performed the upgrade over the course of a weekend. Files were moved from the old Novell servers and onto the new Windows servers. File security was put in place and all of the other relevant steps for this particular migration were performed.



Email was also migrated from GroupWise to the new Exchange environment and all relevant user information was moved over. Trend Micro's ScanMail for Exchange was deployed to protect the Exchange environment.

Many tasks at the desktop level were required to complete the migration process including the actual joining of the systems to the domain, the removal of all Novell software from the machines and the installation of Outlook 2003 on all systems. On each mobile system and for users in the international offices, RPC/HTTPS was configured to provide direct, secure access to Exchange. Many of these tasks were automated in order to save the customer time and money, and to enable us to complete the upgrade in a single weekend.

At the end of the project, the customer's environment was a fully robust network that meets their demanding business needs. Email is now easy to work with, whether the user is remote or at the corporate headquarters. As the customer's IT Manager states it, "Moving to Microsoft was the smartest investment we could have made. Joining all of our offices under one platform has produced amazing results."

About ZAG Technical Services, Inc.

ZAG Technical Services, Inc. (ZAG) is a Microsoft Gold Certified Partner and a Gold Citrix Solution Advisor based in San Jose, California. Incorporated in 1998, ZAG services the Information Technology needs of customers across the Western United States. More information can be found at <http://www.zagtech.com>, or by contacting us at 408.436.2080.