



## a&o Service Offerings

Offering	Exchange Migration Assessment
<p><b>Description</b></p>	<p>Email has become one of the most business critical services delivered by IT departments. Disruptions in Email service provision and service unavailability can be costly in terms of both lost user productivity and potential customer business. These concerns are highlighted within a business when planning to upgrade to a new release of Email system. The complexity of the migration process, along with the risk of data loss, Email corruption and service unavailability in many ways deter organisations from undertaking such upgrades.</p> <p>To aid in this process and to enable organisation to realise the benefits of upgrading their Email environment, a&amp;o has developed a comprehensive <b>Exchange Migration Assessment</b> service that enables an organisation to understand how to migrate their existing Email infrastructures to Microsoft Exchange 2010.</p> <p>Through a structured assessment methodology, using a combination of observational investigation and server analysis, a&amp;o will collect data that enables us to recommend a best practice migration strategy and reduce any potential risks during the migration project. Costs associated with the migration can be minimised through:</p> <ul style="list-style-type: none"> <li>• efficient resource definition</li> <li>• optimal license usage</li> <li>• adoption of virtualisation technologies</li> <li>• smarter working practices</li> <li>• alternative service delivery methodologies</li> </ul> <p>The resulting detailed migration report will identify challenges that may occur with the migration to Microsoft Exchange 2010, the impact on existing infrastructure services, help to identify new hardware and software requirements and a road map for migration.</p>





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<p><b>Methodology</b></p>	<p>The service will focus on gaining a clear understanding of the current Email service, including, current and future business requirements for Email delivery. The first stage in the process will be to conduct a migration readiness exercise, where a&amp;o will validate the information provided by the customer and gain a complete understanding of the existing Microsoft Exchange environment, encompassing:</p> <ul style="list-style-type: none"> <li>• Hardware and software configurations (mailbox &amp; public folder configurations, mail store limits and SMTP routing)</li> <li>• Integration and delivery of collaboration services</li> <li>• License planning</li> <li>• Storage requirements (mail stores and PST strategies)</li> <li>• Mail message flows (internal and external)</li> <li>• Mapping existing roles into new Exchange 2010 roles</li> <li>• Integration with external services (archiving and content filtering)</li> <li>• Security requirements for the new Exchange service</li> <li>• Assess the impact of deploying new services into the current environment</li> <li>• Produce a Migration Readiness Report with assessment findings and recommendations</li> </ul> <p>The follow-on stage is a design phase where a&amp;o will take the information gathered during the migration readiness phase, apply industry knowledge and best practice principles to deliver a recommended Exchange 2010 solution design. Including:</p> <ul style="list-style-type: none"> <li>• Document high level steps for service migration process based on manufacture recommendations</li> <li>• Recommended server operating system, Microsoft Exchange and Microsoft Office Outlook versions</li> <li>• Define appropriate Microsoft Exchange roles (physical/virtual and storage requirements)</li> <li>• Propose connector routing policy and highlight changes required to existing firewalls or network equipment</li> <li>• Recommend any relevant training for both IT staff and end users</li> </ul>
<p><b>Deliverables</b></p>	<ul style="list-style-type: none"> <li>• Technical review of current email services and how these map to Microsoft Exchange 2010</li> <li>• Best practice migration methodology for deploying Microsoft Exchange 2010</li> </ul>
<p><b>Supported Environments</b></p>	<p>The Microsoft Exchange Migration Assessment is equipment and environment agnostic. Our consultants will require a suitable level of access to current email service, Active Directory, storage infrastructures, software licensing models and key IT personnel.</p>



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<p><b>Resource Model</b></p>	<p>Resourcing for this service will be dependent upon a number of Exchange environment factors and customer specific requirements; hence a scope and pricing process will be applied on an individual basis. An indicative example for a Microsoft Exchange system that is centralised at one site and is supporting up to 500 mailboxes would be:</p> <p><u>Messaging Consultant</u> : <b>5 days</b></p> <ul style="list-style-type: none"> <li>• Assessment 2.0 days</li> <li>• Analysis/Design 1.5 days</li> <li>• Report Generation 1.5 days</li> </ul>
<p><b>Related Services</b></p>	<ul style="list-style-type: none"> <li>• Network Troubleshooting</li> <li>• IPT Readiness Assessment</li> </ul>

