

Successful move from Enterprise Vault to Office 365 with BitTitan Archive Migration-as-a-Service

OVERVIEW



BitTitan partner CGNET won a project to assess the IT needs of a California-based healthcare organization. During the assessment, CGNET learned that the

organization had been using on-prem Exchange, and they calculated that the customer would realize greater organizational resilience by moving email to the cloud. CGNET helped their customer evaluate the top cloud platforms, and determined Office 365 offered the best combination of cost and functionality. The customer also engaged CGNET for the Office 365 implementation.

CHALLENGE

While preparing for the migration, CGNET discovered that the customer relied on Symantec Enterprise Vault for email and file archiving. This initially looked to be a show-stopper for the cloud migration because Enterprise Vault on-prem is not compatible for Office 365. If they moved mailboxes without moving Enterprise Vault, users would lose access to data they needed to do their jobs. The discovery forced CGNET to revise its initial migration plan. Despite the complexity involved, migrating the archives to Office 365 was a must-have and CGNET needed to find a way to do it.

SOLUTION

While considering options for handling the archive, CGNET learned that BitTitan offered an archive migration solution, complete with white-glove implementation service from BitTitan engineers. Archive Migration-as-a-Service would allow CGNET to orchestrate the entire project for the customer, and not have to get bogged down with the many complications of Enterprise Vault.

"When we learned Archive Migration-as-a-Service was available through MSPComplete, we knew that was the answer for this project," said Ricardo Uribe, CTO at CGNET. "There are several ways to handle a migration from Enterprise Vault to Office 365—manually exporting PSTs, for example. But we needed something fast, and we trusted BitTitan's expertise to do it right and give our customer a smooth experience."

- Partner increased profit margin by outsourcing archive migration
- Accelerated migration from Veritas Enterprise Vault to Office 365
- Delighted customer with DeploymentPro automated Outlook configuration

"BitTitan's Archive Migration-as-a-Service was exactly what we needed to make our customer's Enterprise Vault to Office 365 migration a success. They took care of everything, finished the migration faster than we thought possible and enabled us to deliver an Office 365 implementation with a high level of customer satisfaction."

Ricardo Uribe
CTO of CGNET

RESULTS

Less than 48 hours after kickoff, the migration began smoothly. The BitTitan engineers moved all the data in the expected time frame, with no surprises. They did experience an issue with one of the archives, but the BitTitan white-glove team notified CGNET right away, and together they resolved the issue with no effect to the end user.

In addition to migrating the archives, CGNET migrated the customer's active mailboxes to Office 365 using MigrationWiz Mailbox Migration and DeploymentPro Outlook configuration. Using a single technology platform to migrate the mailboxes and archives made it easy for them to synchronize every step of the project. CGNET also saw the power of DeploymentPro for the first time. "We've always asked our customers to manually configure Outlook in the past, but we were looking for ways to simplify that process," said Uribe. "Using DeploymentPro, we automated the setup of user profiles, signatures, rules and AutoCompletes. It saved us the time and hassle of manually going to each desktop in the office. We absolutely will use DeploymentPro again!"

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