

## SUCCESS STORY

RAND Worldwide® migrates from Exchange 5.5 to Exchange 2003



### Overview

#### Customer Profile

RAND Worldwide® is one of the world's leading providers of professional services and technology to the engineering community.

#### Role of E-mail

E-mail is a critical part of all business at RAND. Its e-mail system is integrated with its business and HR systems and is central to internal and external communication. RAND estimates 95% of all their communication occurs via e-mail.

#### The Challenge

RAND could not afford e-mail system outages; they needed access to their e-mail throughout the upgrade process.

### Partner Technologies



Ceryx has achieved Microsoft Competencies in:

- Advanced Infrastructure Solutions
- Information Worker Solutions

## GLOBAL SYSTEMS INTEGRATOR, RAND WORLDWIDE® MIGRATES FROM EXCHANGE 5.5 TO CERYX HOSTED MICROSOFT EXCHANGE 2003

**“RAND can now share calendars and common global address lists - that's a huge boost to efficiency,” explains Smith.** - Roger Smith, Director of Information Systems.

RAND Worldwide® is one of the world's leading providers of professional services and technology to the engineering community and companies looking to improve their competitiveness, productivity and profitability. RAND Worldwide® enhances key aspects of their customers Product Lifecycle Management (PLM), Architecture, Engineering and Construction (AEC) capabilities, including planning, development, and management. With over 380 employees and 70 sales and client service centres around the world and the majority of their communication taking place through e-mail, RAND had a desire to improve its system.

E-mail at RAND was delivered through Microsoft Exchange 5.5 server, which Microsoft had announced it would no longer support. Roger Smith, Director of Information Systems at ENGINEERING.com, the organization managing RAND's internal Information Systems, admits his team was being overwhelmed by the amount of time and effort they spent on old software. The role of e-mail at RAND "is critical," says Smith, "Our e-mail system is integrated with a lot of our business systems: ERP, CRM, and our HR systems rely heavily on our e-mail infrastructure". Smith continues, "We use it for processing transactions, communicating to our customers and for time-sensitive internal communication". Internally, RAND's CRM system sends milestone notifications, forecasts and updates. Management communicates through e-mail. "When you're a global business, your messaging infrastructure holds the company together," asserts Smith, "because of time zones, we can't always pick up the phone and call people in Australia, so e-mail is often the best way to communicate."

### The Situation

RAND has grown through acquisitions, but those acquisitions proved a huge challenge to RAND's communication capabilities. During RAND's European expansion, the company took on several new businesses, all with different messaging infrastructures. All of a sudden RAND needed to make these different systems work together. "We had to support Lotus Notes, Microsoft Exchange and Sendmail, and create patch solutions in order for them to work together under the @RAND.com domain name", says Aubrey Bird, RAND's Chief Network Administrator.

RAND's messaging security was built on Virtual Private Networks. Every office would have an encrypted tunnel coming into the central service, putting a tremendous amount of stress on the firewall and network.

## Partner Technologies



Co-location data centre partner



Co-location data centre partner



Security partner



Wireless

## Migration Steps With Ceryx

- Ceryx Systems Engineer (SE) works with client to determine e-mail requirements
- Ceryx SE evaluates client network environment for performance and stability and any applications that are e-mail dependant
- Client upgrades desktop OS to Windows XP SP 2 and Outlook 2003 (if necessary)
- Ceryx assists customer with information gathering required to provision them on the Ceryx system.
- Ceryx provisions client and coordinates e-mail system cutover prior to migration
- Ceryx assists client with data export from Exchange 5.5 and current mail systems
- Ceryx imports data into Ceryx Exchange 2003 and tests system
- Client logs into Ceryx Exchange 2003 and begin using system.
- Ceryx transitions client from provisioning team to the Ceryx 24/7 Customer Support Centre

Their mix of messaging systems provided limited functionality for RAND employees. Even straightforward requests, like someone in Australia wanting to share a calendar with someone on another server in Belgium, proved difficult to deliver.

The system was also very hard to maintain. "We had a complex web of X400 connections between sites and if any of those went down, there was a severe impact," says Smith.

"A consolidation of e-mail services had to be done," says Bird.

## The Solution

RAND explored three options. To upgrade its software, upgrade its hardware and software, or completely outsource its e-mail system. RAND's upfront investment required to build their own in-house solution was 150 per cent more than the cost of the first year of service from Ceryx.

RAND's selection criteria for their outsourcing partner extended beyond price and freed cash flow. They looked at several key requirements. Number one, infrastructure; Ceryx has built a unique, fully-redundant infrastructure with servers in different co-location data centres, and with real-time replication occurring between the data centres. Secondly, support; Ceryx's 24 hour, 7 day-a-week Help Desk provided a level of service Smith and his team of three were unable to provide, but believe RAND's employees deserved. Third was expertise, Smith said, "Ceryx made me understand that messaging is their business, my mail will be managed by Professionals and their services were never going to be outsourced to another third party".

Elia Stathopoulos, a senior sales engineer at Ceryx, knew Ceryx could get RAND to where they wanted to be – operating in a 2003 Exchange environment. "The value added was the roll-up of consulting services and migration services and our historic track record of taking companies from one mail system to another," explained Stathopoulos. By choosing to work with Ceryx, RAND would considerably decrease the amount of time, money and resources it would take them to benefit from a new messaging system, compared to doing it themselves. RAND had some concerns about outsourcing, and security topped that list.

"Outsourcing your messaging system is really trusting someone else with your sensitive corporate information," says Smith. To deal with those concerns Smith reviewed Ceryx's security protocols and practices and talked to other Ceryx clients. Smith adds that Exchange 2003, along with Ceryx's redundant infrastructure satisfied his security and stability concerns.

RAND also chose Ceryx because of its partnership and experience with Microsoft products. Smith says he would never consider going with a provider other than Microsoft. "Microsoft fits in well with the rest of RAND's infrastructure and technology policy; it's where we made the initial investment, and our staff is comfortable working the products."

"It was a thorough investigation and evaluation of the services Ceryx offered. They satisfied us that they were the right company to trust with this vital system," says Smith.

## Ceryx Exchange Benefits

- Compelling economics
- Rapid deployment of Exchange 2003
- High availability infrastructure
- Extreme levels of redundancy
- 24/7 end-user support from Exchange experts
- Enhanced security from fully integrated E-mail Firewall product
- Focused on-going maintenance and support

## Microsoft Exchange 2003 Benefits

- Greater reliability
- Heightened security
- Improved features and productivity for mobile and remote client access
- Easier management
- Improved data recovery

## Results

- Minimal learning curve for employees
- Phased implementation approach helped manage the change
- Saved the equivalent to one full time IT staff
- Current staff can focus on core business

## For More Information

For more information about Ceryx services, e-mail [info@ceryx.com](mailto:info@ceryx.com) or contact a sales representative at 1-800-663-6245. You can also visit the Ceryx website at [www.ceryx.com](http://www.ceryx.com).

For more information about RAND Worldwide® contact Brandi Smith at (905) 625-2000 or e-mail [blsmith@rand.com](mailto:blsmith@rand.com)

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## The Results

Ceryx and RAND worked together on a migration plan. They chose a phased migration and by early September, 2005, 75 per cent of RAND was on Ceryx's system. By September 15, all RAND desktops had Outlook 2003 installed and were live with Ceryx's Exchange 2003. While Ceryx could have migrated RAND much quicker, Smith says a conservative schedule worked better for RAND.

"We wanted to have a phased approach on the different servers around the world to better manage change within RAND", said Smith "We wanted a pilot group that could review the change within the system; if we lost global e-mail, it would be a disaster. Our complex synchronization mechanisms had to be dismantled and changed, so we chose late summer, when many people are on vacation. It's also a slower transaction period and far enough away from any financial reporting period that we could minimize the business disruption," Smith explains.

For RAND employees, the learning curve on Exchange 2003 was minimal because of their knowledge of other Microsoft products. On a personal level, Smith says he likes how Exchange 2003 is laid out, that he can customize his own desktop and organize his e-mails by colour coding. Other RAND employees have told Smith they appreciate being able to cache e-mails anywhere.

Since outsourcing to Ceryx RAND has seen the real value in outsourcing their messaging system. Before Ceryx, Smith's team of three IT people spent 75 per cent of their time on e-mail. Now, the team spends far less time maintaining e-mail functions, saving RAND about the equivalent of one employee's yearly salary. "For one FTE, RAND gets a whole system and the people to back it up."

And the next time RAND makes an acquisition, Smith says "all my IT people have to do is co-ordinate the migration process and Ceryx will do the heavy lifting".

With the savings, Smith was able to redeploy one full time employee to work on issues related to RAND's core business. "RAND can now share calendars and common global add lists - that's a huge boost to efficiency," explains Smith. RAND is also counting on Ceryx to be a big help when it comes to business continuity capabilities. The Sarbanes-Oxley Act has changed the nature of business and now corporations have to be able to function through local disasters. Ceryx gives RAND that redundant, failsafe system.

For Roger Smith and his Information Systems team, the partnership with Ceryx has meant easier nights, knowing someone else is taking care of RAND's messaging system. And while they haven't turned off their pagers, Smith and his team are now getting calls that are more directly related to RAND's core business.