

# A pharmaceutical giant boosts agility and predictability and optimizes user experience by migrating their messaging environment to the cloud

**Migrates over 16,000 Lotus Notes mailboxes with zero defects and downtime, ensures 100% adherence to data and security compliance, transitions 2 months ahead of schedule.**

## About the Client

The client is the tenth largest generic pharmaceutical company globally. The company has presence across 70 countries including advanced markets such as US, Europe, Australia and Japan.

## Goals

### BUILDING A COLLABORATIVE, MOBILE, AND SCALABLE EMAIL ECOSYSTEM

The client's existing email ecosystem consisted of a Windows 2003-based active directory and an on-premises Lotus Notes-based email infrastructure that provided only basic communication capabilities. With a large workforce spread across the globe, the current email system made it difficult for users to actively communicate and collaborate.

In addition, with client's field workforce (like medical representatives) accessing critical business data on their mobile devices, the evolving email consumption pattern presented two significant challenges. One was to tackle the increasing size of mailboxes and, the other, to achieve mobility.

The client was therefore looking to migrate its Lotus Notes-based email environment to the cloud to maximize efficiency, while reducing the technology infrastructure spend. Based on their requirements, the client decided to implement Microsoft's Office365 as the messaging solution. They wanted a service partner who could effectively undertake this complex transformation exercise at an optimal cost.

## Microland

### DELIVERING END-TO-END CLOUD MIGRATION SERVICES FOR SEAMLESS TRANSITION

The client chose us as the preferred vendor due to our long-standing and excellent track record of migrating and supporting complex email ecosystems for a large number of Microsoft customers. We have migrated over one million mailboxes and managed over 700,000 mailboxes for several multinational conglomerates. Unerring focus on optimizing services and costs, and our strong credentials as Microsoft's 'Best Infrastructure Services Partner' for eight years positioned us as the trusted partner for the client's transformation journey.

**Technology Environment**

- Over 16,000 mailboxes
- Windows 2003-based Active Directory
- Lotus Notes-based messaging platform

## Transformation

### BUILDING A HYBRID CLOUD-BASED MESSAGING ENVIRONMENT

We approached the messaging transformation project in a phased manner to ensure seamless transition. Figure 1 showcases details of our solution.

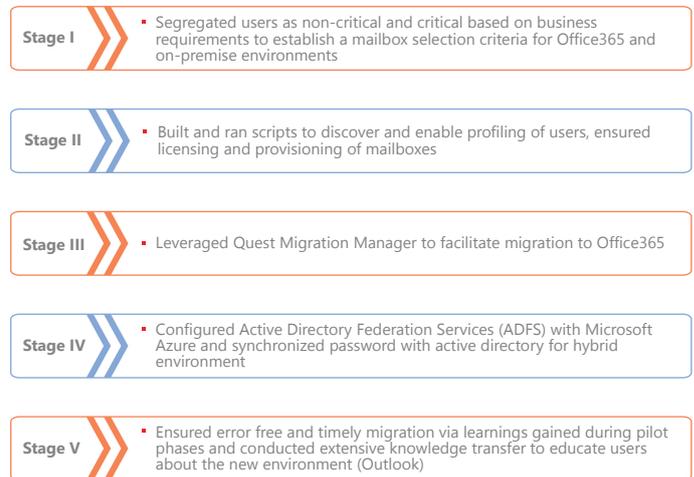


Figure 1: Microland's cloud transformation solution

## Outcomes

### ENABLING SEAMLESS ON-THE-GO CUSTOMER EXPERIENCE

We leveraged our extensive expertise in proven project management methodologies and mature migration processes



#### Improved Predictability

- **Zero defect migration** of over 16,000 mailboxes to a hybrid messaging environment
- **Zero business impact and zero user downtime** during the migration exercise



#### Improved Agility

- **Took 33.3% less time** than the scheduled turnaround time to complete migration.

to seamlessly migrate and transform the client's email infrastructure. The client realized the following key benefits:



#### Enhanced User Experience

- **Extensive knowledge transfer** helped train users about the new environment and accelerated adoption
- **100% adherence to data and security compliance lead** to improved performance

#### About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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