

# A three step plan for migrating to Microsoft Exchange 2010

Mimecast can mitigate the risks associated with migration, such as increased email downtime and threats to data security, helping businesses to rapidly take advantage of the benefits that Exchange 2010 can bring.



**Harnessing the powerful new features of Microsoft Exchange 2010 – but without introducing additional risk, cost and complexity during the migration process – is a challenge many CIOs are about to face.**

In this whitepaper, we consider the risks involved in migrating to Exchange 2010 and take a look at what actions businesses can take to mitigate them.

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## Executive Summary

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Microsoft Exchange 2010 delivers greater deployment flexibility and reliability than ever before. It empowers mobile workers by giving them freedom to securely access their business communications and provides integrated information protection, control and compliance tools. It's without doubt the best version of Exchange yet.

Understandably, many businesses are looking to move from their existing email platform to this exciting new version of Exchange. In order to do so businesses will be exposed to risks associated with migration and this whitepaper considers those risks and looks at how Mimecast can help mitigate them with a simple three step plan.

# Microsoft Exchange 2010

Microsoft Exchange 2010 provides unrivalled flexibility and reliability to meet the tough demands of modern enterprise email.

With this release Microsoft has introduced significant improvements in its high availability options. Key to this is the introduction of database availability groups (DAG). This is a radically different approach to high availability that focuses on failover and recovery at the database level, replacing previously complex clustering at the server level.

New role-based security models and self-service capabilities, together with the new Exchange Control Panel have enabled administrators to simplify the management of their Exchange infrastructure, greatly improving administrator and end user productivity. In addition, the ability to move mailboxes while users are still online now means that more system maintenance can take place during office hours, reducing the requirement for out of hours working for IT staff.

Exchange 2010 delivers a 70% reduction in I/O compared to Exchange 2007 and a 90% decrease over Exchange 2003. This allows greater deployment flexibility, facilitating better use of existing storage infrastructure and giving IT Managers the option to use previously unavailable lower cost storage systems.

Not surprisingly, many organizations running on earlier versions of Exchange, or messaging platforms from other vendors, are keen to take advantage of these new features and are considering how best to move to Exchange 2010.

In a recent *Computing* magazine survey, almost two-thirds of those organizations who have upgraded to Exchange 2010, or plan to do so, said that the new features were behind their upgrade decision.

## Database availability groups

A database availability group is a set of up to 16 Microsoft Exchange Server 2010 Mailbox servers that provide automatic database-level recovery from a database, server, or network failure. Mailbox servers in a DAG monitor each other for failures. When a Mailbox server is added to a DAG, it works with the other servers in the DAG to provide automatic, database-level recovery from database, server, and network failures.

## What's new in Microsoft Exchange 2010

### Flexible and Reliable

More flexibility allows you to tailor your deployment based on your needs. High availability is improved by the introduction of database availability groups which means greater reliability for your users.

### Anywhere Access

Exchange continues to be a leader in empowering mobile workers by giving them freedom to securely access their business communications through Outlook, web browser and mobile device.

### Protection and Compliance

Exchange 2010 adds integrated information protection, control, and compliance tools to help simplify and automate the process of protecting your company's communications and meet regulatory requirements.

## Migration challenges

Before moving to Exchange 2010 IT Managers need to identify and assess the additional risks that may be introduced during the migration process, such as email downtime, data loss, interruptions to policy enforcement, and cost escalation during the migration. And, in addition to this, they have to take into account the added complexity of managing the ancillary email systems that exist around the mail server.

During the migration process administrators are tasked with breaking down an operational system and ultimately replacing it with Exchange 2010. This process naturally exposes the organization to an increased likelihood of email downtime which could result in reduced employee productivity, dissatisfied customers, lost business and even damage to reputation. It is obviously desirable therefore to have in place an email continuity solution that will take over during any planned or unexpected periods of email downtime.

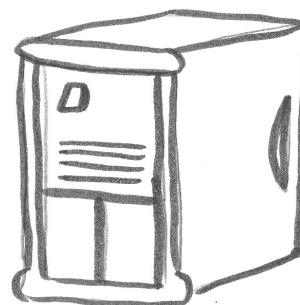
As migration requires data to be moved from one system to another, the risk of data being lost or becoming corrupted is greatly heightened during this process. Were this to happen to important commercial or sensitive information, then the financial and legal repercussions could be significant. Equally, the larger the volume of data to be moved, the longer migration will take, and the greater the chance of something going wrong. Consequently organizations should consider ways in which they can reduce the amount of stored data before they embark on the migration process.

The success of the migration can also be impacted by failing to consider the broader email infrastructure such as anti-virus, anti-spam, data leak prevention, encryption and archiving solutions. These systems form a fragile ecosystem that can be easily disrupted during the migration process. This could result in interruptions to normal email security policy application, and potentially allow threats to enter the network or sensitive information to escape from it. Looking at how to remove some of the complexity of these ancillary services before the migration will almost certainly result in a smoother migration process.

Failure to correctly identify, assess and mitigate risks around this migration could cause unanticipated problems. These in turn could lead to unplanned expenditure and loss of productivity, ultimately having a negative impact on both the migration project and the reputation of IT within the organization.

In a recent survey by *Computing* magazine, when asked “What plans are you considering to minimize risk during migration?”

- Two thirds of organizations said they are thinking about archiving all of their data before migrating
- Almost two thirds believe that they will be migrating outside normal office hours
- Almost half of organizations are considering using a continuity service to ensure email availability



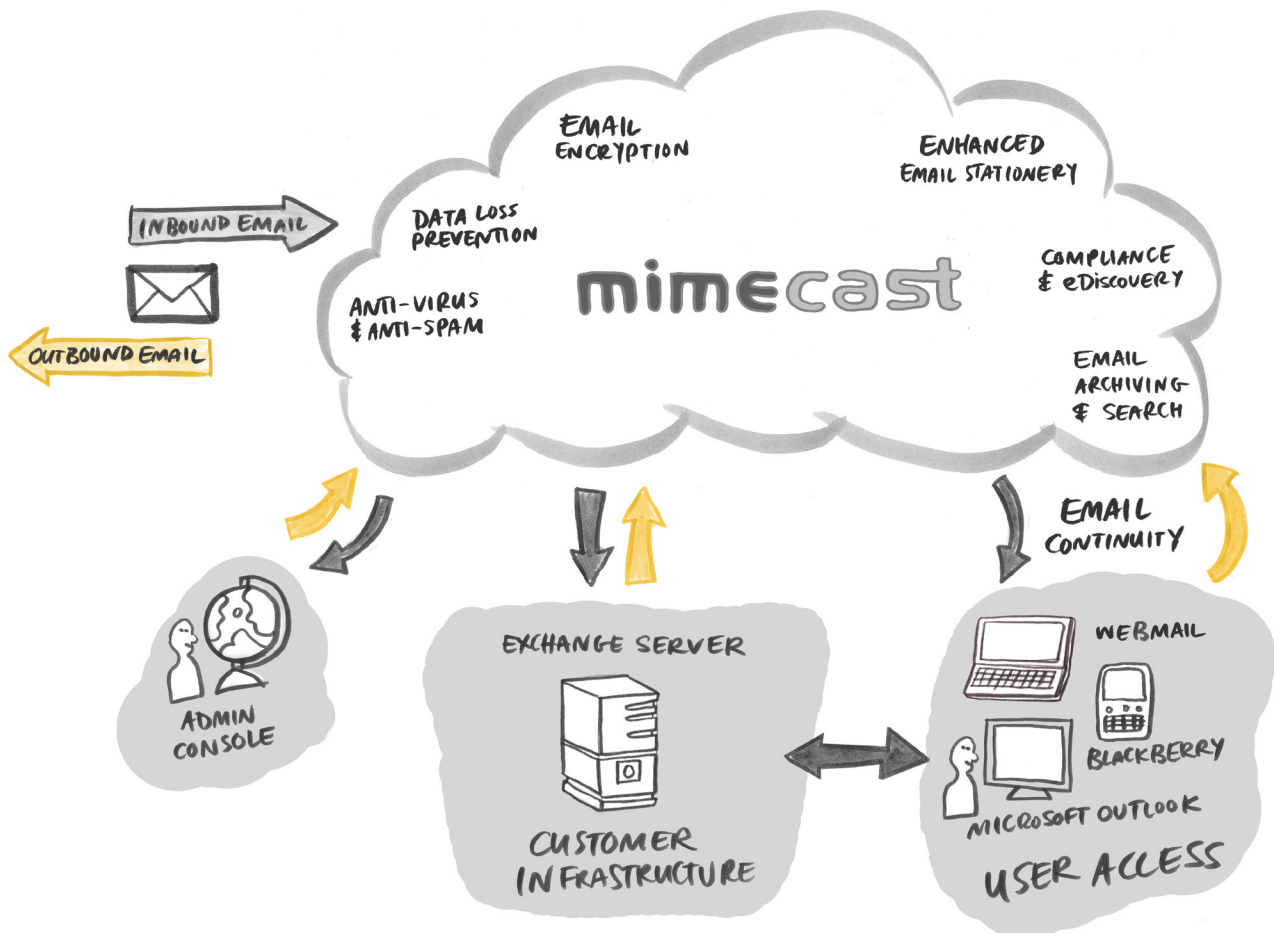
# How Mimecast helps

Having gone through this initial assessment phase, organizations will quickly see that there are certain steps they can take in advance of a migration that will minimize their risk of email downtime, data loss, interrupted policy enforcement and cost escalation.

Mimecast offers cloud-based email security, continuity and archiving services for Exchange, delivered through a single unified platform. This single solution approach can reduce the risks associated with the complexity of ancillary email systems, as Mimecast provides anti-spam, anti-virus, data leak prevention, email archiving, content control, eDiscovery and continuity services. Replacing these disparate systems with Mimecast before starting a migration to Exchange 2010 eliminates the additional complexity that these ancillary systems introduce, without sacrificing any functionality. Mimecast's unified approach also ensures consistent email policy enforcement irrespective of any issues that may impact the organizations own infrastructure during the migration.

## Benefits of deploying Mimecast with Microsoft Exchange

- 100% uptime SLA
- Prevention of data loss
- Improved data security
- Continuous policy enforcement
- Reduced load on Exchange
- Bottomless user mailboxes
- External mail routing engine
- Simplified email architecture
- Infrastructure independent
- Infinitely scalable archive
- Predictable cost



## How Mimecast helps

The Mimecast service is delivered from the cloud using a network of geographically diverse data centres. These have built-in safeguards to protect against individual device or media failure and work together as a single processing cluster. This highly secure distributed processing infrastructure ensures that Mimecast is able to back its 100% service availability SLA with punitive financial measures. Implementing a Mimecast service prior to migration ensures that end-users are able to benefit from this uptime SLA and experience zero email downtime throughout. So, should any unplanned issues arise, end-users can simply use the Mimecast continuity service to access their business email. With user access options that include Webmail, Microsoft Outlook, and BlackBerry smartphones, they'll be able to continue sending and receiving email uninterrupted, whether they're in the office or working remotely.

Mimecast takes away the burden of capacity planning for stored email and delivers a secure, 100% available archive at a predictable cost, based on number of users rather than storage volumes. With Mimecast in place, administrators can transfer all historical email data into the Mimecast archive before migration while live data is continuously added to the archive. This ensures consistency within the archive and removes the need to migrate large mailboxes to the new Exchange environment. This in turn can reduce the overall duration of the migration process and minimizes the risk of data loss or corruption.

Mimecast can clearly mitigate many of the risks associated with a migration to Exchange 2010 while helping keep the project within budget. Organizations should therefore deploy Mimecast before embarking on their migration in order to fully realize the benefit that Mimecast can bring to the process.

“The migration to Microsoft Exchange 2010 can be intimidating for businesses because of the hardware, software and labor costs involved with the move. Mimecast’s cloud-based email management services helped us mitigate the financial impact of our planned migration without sacrificing the many benefits Exchange 2010 offers and with little effort on our part. Rather than implement a large number of Microsoft Exchange 2010 servers, we only have to roll out one empowered with Mimecast’s innovative solution to service the same number of end users without sacrificing capabilities or, most importantly, performance.”

**Manny Amare**  
IT Director, Altour

## 3 Steps to a painless migration

We recommend that every organization follows a 3-step process to smooth its path to Exchange 2010.

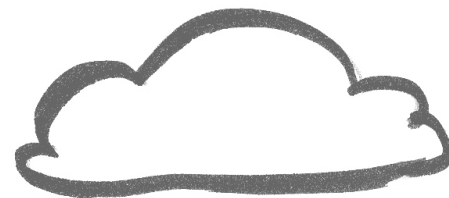
### 1. Identify and assess your risks

Identify the risks that migration could introduce to your business, such as email downtime, data loss, interruption to policy enforcement, and cost escalation. Make sure that you consider how the performance and reliability of your wider email infrastructure may be impacted, such as your email security, data leak prevention and email archive systems. Assess the extent of these risks and look at ways in which you might mitigate them.



### 2. Mitigate your risks

Each organization's needs vary, but simplifying your overall email architecture, reducing the volume of data involved and putting in place independent email continuity and security solutions can reduce the risks associated with migration. Deploy Mimecast to address all of these issues with a single, unified email management solution.



- Migrate your historical email to the Mimecast online archive before you begin your migration to ensure data security and reduce the time required to migrate.
- Use Mimecast to apply your email security, content control and data retention policies, reducing complexity and ensuring continuous policy application throughout your migration and beyond.
- Use Mimecast's seamless integration with Outlook and automated failover capabilities to deliver 100% email availability to your users. Users will also enjoy the benefits of continuous email to their BlackBerry devices as well as uninterrupted access to their live and archived email from Outlook and Mimecast webmail.



### 3. Migrate!

With Mimecast in place you can migrate to Exchange 2010 confident that your users will have uninterrupted email availability, your email policies will be continuously applied and your email data will be secure. You will soon be enjoying the benefits of a new Exchange 2010 environment!

## Conclusion

Microsoft Exchange 2010 is by far the best version of Exchange to date, bringing significant new features and benefits to end-users, administrators, and their organizations. Deploying Mimecast prior to migration will ensure the smoothest possible migration and minimize the risk to your business. With both Mimecast and Exchange 2010 in place an organisation can truly cover all of their bases in their messaging platform.

**Mimecast's essential cloud services for Microsoft Exchange gives businesses increased control over their costs and combines the best of both on-site and SaaS email management solutions.**

Mimecast is a leading provider of essential cloud services for Microsoft Exchange. Mimecast delivers enterprise email management services that include security, continuity and archiving. This suite of services provides total end-to-end control of business email, while minimizing risk and reducing both cost and complexity. Founded in 2003, Mimecast serves thousands of customers worldwide and has offices in Europe, North America, and Africa.