



U.S. ARMY EUROPE DRIVES DEFENSE TRANSFORMATION PROGRAM WITH QUEST SOFTWARE'S MICROSOFT WINDOWS AND MIGRATION TOOLS

Defense transformation was enacted at the beginning of President George W. Bush's administration in an effort to advance the United States' military defense strategy. The call to action demanded the identification and resolution of military personnel's real-world needs by employing the most cutting-edge technology available to ensure soldiers' safety and critical mission success.

Under the defense transformation initiative, the U.S. Army's European Command (USAREUR) identified instant communication and secure collaboration as vital components for its defense transformation strategy. USAREUR's operations and command centers must have access to the latest technologies that advance real-time communications and collaboration.

The Challenge

In order to preserve secure communications, USAREUR recognized that its command centers across Europe had to be upgraded from Microsoft's Exchange Server 5.5 to Exchange Server 2003, helping to reduce administrative maintenance and increase end-user functionality. The timeline for the migration was aggressive, and USAREUR needed an efficient partner to deliver on software and services in a fixed time period. USAREUR identified important features that the selected product, or products, must necessitate when planning and executing the migration of approximately 63,000 classified and unclassified mailboxes across the European Theatre.

Unfortunately, USAREUR could not perform an upgrade within one central location. It was common for several sites to be managed by several different agencies spread throughout Europe, often running on slow data links. USAREUR required a solution that bridged the disparate locations into one migration. Therefore, it was absolutely essential for the solutions to integrate seamlessly with existing infrastructure and legacy systems, while performing the projected migration with zero interruption. As a military agency, USAREUR is expected to be on high alert at all times, so it was imperative to find a tool that enabled all existing global address lists to be maintained and accessible during the mailbox migration.

USAREUR needed a solution that involved little to no customer interaction. A user-friendly and automated solution was important to maximize users' time and effort on mission-critical projects that impacted the outcome for war fighters. Moreover, the selected solution needed to advance the various command centers' abilities to manage secure e-mail communications and collaboration with little to zero maintenance and upkeep.

Christopher Hunt, Exchange project manager at USAREUR, stated, "If an essential U.S. Army communication tool – e-mail – is negatively affected in any instance, it could be the loss of life or delays in support to the war fighter."

The Quest Solution

USAREUR was familiar with Quest Software, having had Quest support for USAREUR's successful Active Directory migration of 65,000 users in 2004. For this project, USAREUR opened its evaluation process to a range of solutions and, after an extensive trial, chose to reengage with Quest Software. The result was a \$2.5M deal that included the solutions Quest® Exchange Migration Wizard, MessageStats™ and Quest® ActiveRoles, as well as consulting services to manage and support the migration.

To facilitate the agency's commitment to up-to-the-minute communication, Exchange Migration Wizard was selected to systemize the overall migration. With support from Quest Professional Services, USAREUR leveraged the Exchange Migration Wizard for its migration and coexistence application that transitioned all 63,000 users to the new Exchange environment by performing a gradual, unattended and real-time synchronization transition. Quest Professional Services provided execution planning, environment preparation, project management and extensive migration expertise. Services established the Directory Synchronization in a phased approach to allow USAREUR to add sites to the migration one at a time and

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— Christopher Hunt
Exchange Project Manager
USAREUR



Overview

Headquarters

Heidelberg, Germany

Services

Military

Critical Needs

Migrate 63,000 classified and unclassified mailboxes from Microsoft Exchange Server 5.5 to Exchange Server 2003 within a 10-month timeframe that included preparation, lab testing, pilot migration. The solution had to perform the migration automatically and with minimal to zero interruption to war fighters' ability to carry out operational and institutional missions.

Solution

Quest Exchange Migration Wizard, MessageStats and Quest ActiveRoles

Results

- Migrated nearly 63,000 classified and unclassified mailboxes without interruption
- Maintained all existing global address lists while migrating mailboxes
- Increased e-mail visibility 100 percent, enabling advanced control by measuring utilization
- Enhanced secure, remote access for e-mail collaboration
- Received superior and on-time technical solution support from the Quest Professional Services organization both in Europe and in the United States



ensure the process would flow smoothly. In addition, Quest Services assisted in the determination of the required mailbox profile updates necessary to ensure a seamless cutover. Notably, the total solution enabled the project manager to fully automate the update of Microsoft's Outlook client profiles, making the process completely invisible to users.

In addition, USAREUR leveraged MessageStats for its dynamic reporting capabilities and Quest Professional Services' experience to identify Exchange 5.5 conditions which cannot exist in the new Exchange 2003 environment. MessageStats identified the command centers' Exchange 5.5 infrastructure usage and trends, which helped to prioritize items and tasks that needed to be cleaned up in order to expedite the migration. In fact, several hundred tasks were automatically modified within one and one half weeks' time in order to facilitate the seamless migration. MessageStats also helped to analyze and report on the upgraded Exchange 2003 infrastructure.

Finally, USAREUR augmented its migration by utilizing ActiveRoles Direct functionality that centralized the management of native security, Windows resources and Help Desk tasks across USAREUR's Active Directory System. ActiveRoles continues to be used for overall management of the Active Directory environment – repeatable, defined delegation of Active Directory and Exchange rights, accountability of modifications and standardization of Active Directory object creation for both their classified and unclassified network.

The Bottom Line

"The U.S. Army prides itself in providing the most intelligent and well advanced tactics to defend our nation," said Hunt. "It is critical for our war fighters to have access to the cutting edge technology that will keep them securely connected, in real time, in order to carry out the most advanced operational and institutional missions."

USAREUR selected Quest's award-winning software solutions and professional services expertise to perform a gradual migration that would coexist with applications, ensuring a seamless and non-disruptive transition for users. Quest consultants partnered with USAREUR resources to successfully execute the migration on time and without user impact.

Most importantly, the migration afforded USAREUR users secure, remote access and advanced e-mail collaboration, as well as lower total cost of ownership and maintenance for the command.

Notably, USAREUR, with Quest Software as a partner, was able to seamlessly transition 63,000 classified and unclassified mailboxes together while:

- Maintaining all existing global address lists during the migration
- Increasing e-mail visibility by 100 percent, enabling advanced control by measuring utilization
- Enhancing secure, remote access for e-mail collaboration
- Receiving superior and timely technical support from Quest Professional Services organizations in both Europe and the United States

About U.S. Army Europe

USAREUR and Seventh Army provides expeditionary force capabilities to fight the Global War on Terror, maintains NATO and other coalition partnerships, conducts security cooperation activities, trains for and conducts joint and combined operations, and provides theater logistics support in order to achieve COCOM and national strategic objectives.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.