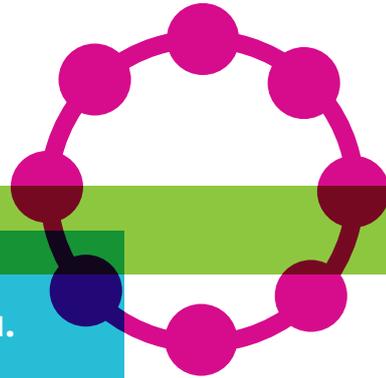# CAPITA

Email Migration

Ensure Email works for you, not against you. Achieve seamless migration.

Email should be a valuable and very convenient business tool. Yet if not managed and monitored correctly, it can be the source of hassle, wasted time and even risks to your business. The need to keep Email working and available should be a high business priority, as more and more Email is now rated as a mission-critical business resource.

Businesses must ensure:

- Communication with customers, partners and organisations is carried out in a consistent, common and compatible way.
- Mobile working is accommodated. Staff based outside the office is now the norm, so organisations need to provide support for secure mobile worker access to messaging.
- Successful acquisitions or mergers are incorporated into a single common platform to form a seamless business entity.

Business Requirements

Email is an important business tool which demands high levels of security, availability and performance. For organisations without specialist expertise in this area, complex migrations can prove to be a major undertaking and the risk of failure is high.

The requirements:

- Urgent. If support for legacy email systems is suddenly withdrawn, you'll need to move quickly and seamlessly to new email versions.
- Secure. Migrations must be completed without system downtime or interruptions to user communications, ensuring no data loss during the process.

- Initial. The necessity to provide for co-existence of messaging environments will lead to the need to consolidate underlying directory environments.

Impact of failure to act

Email systems cannot look after themselves, or the outcome is confusion, lost productivity and unhappy customers. When merging organisations, you overlook this area at your peril!

- Multiple messaging systems and email addresses cause confusion for businesses and customers resulting in lost email and business.
- An underlying directory structure that cannot support an integrated email system will burden your business with the task of maintaining several legacy systems.
- Legacy systems that are no longer supported can, should an issue arise, cause major downtime. The impact on business is magnified if no assistance or resolutions are on offer from the vendors.
- Failed migrations may not only bring about extended system downtime, but result in email data loss.

The Capita Email Migration Solution

Our connection solution comprises three areas – design, implementation and most importantly, support once your system is in operation.

Capita's technical architects and experts assess and define your exact requirement. We:

- Provide quick and accurate reporting and analysis of Exchange/mail environment.
- Deliver a proactive approach to Exchange capacity planning.

Capita Managed IT Solutions

making **IT** work

- Quickly and effectively diagnose any anticipated performance issues.
- Design and implement a recovery plan.

Our specialists undertake implementation/migration of an infrastructure that is expandable and adaptable, and is easily accessible to users regardless of location. This process includes:

- staging the implementation at a pace that suits your business.
- documenting and transferring knowledge to your IT staff and providing best practice guidelines for maintaining a messaging environment.
- Advising on and implementing all features of an enterprise email solution, such as: integration of email with document management workflow and portal implementations, web access and push email technology, so email is available from any location on a wide range of devices.

When you team up with Capita Managed IT Solutions, you can tap into the expertise of our highly experienced and qualified consultants. We're always available to assist you through all stages of the process, planning, design, implementation and ongoing support.

Benefits of the Capita Email Migration Solution

We prove that simple is beautiful when it comes to email systems, saving time, effort and money. With our help, you can enjoy:

- A unified corporate identity
- Reduced administration overhead costs
- One address book for users
- More efficient sharing of resources
- A single infrastructure capable of expansion
- Email readily available from any location on various devices
- The comfort of having capable specialist resources available at all times

"Being part of a merger with another healthcare trust was always going to present ICT challenges. However the fact that we were both running different email platforms was going to complicate things unless we took proactive steps to ease the transition. For this reason we worked in partnership with Capita to deliver a seamless migration from Lotus Notes to Exchange 2007. Downtime was minimal, users were eased into the new email system well before the merger happened and communication between personnel following the merger was instant."

Liam Hudson, Senior Technical Expert,
South Eastern H&SC Trust.

connect MOBILITY AND ACCESS

manage ASSET MANAGEMENT

store DATA MANAGEMENT

protect SECURITY MANAGEMENT

converge UNIFIED COMMS

conserve SUSTAINABILITY