



Case Study

Managing Migration

By utilising bluesource's consultancy skills and experience in Microsoft Exchange environments and electronic messaging solutions, UNICEF UK, the UK arm of the United Nations Children's Fund (UNICEF) were able to migrate its internal desktop and server infrastructure, improve overall system reliability and deliver an improved user experience to office bound and remote access users

When the UK offices of global charity UNICEF needed a resolute migration strategy, it looked to leading IT consultancy, **bluesource**, to provide the support and services required to manage the project across the it's UK offices. By partnering with **bluesource**, specialists in Microsoft Exchange environments and messaging infrastructures and solutions, UNICEF UK were able to implement a flexible, reliable migration strategy that met all their needs, improving both the desktop user experience and the issue of server reliability.

United Nations Children's Fund

Established in 1946 by the United Nations to meet the emergency needs of children in post-war Europe and China, UNICEF is a global champion for children's rights and is the only global organisation working specifically for children and their human rights.

UNICEF, which became a permanent part of the United Nations system in 1953, today works in 158 countries and territories to fulfil children's rights to health and nutrition; education; emergency relief; protection; and water and sanitation. By working in partnership with local communities, Government bodies and schools, UNICEF is a driving force throughout the world, working to ensure a better future for children.

In the UK, UNICEF UK is reliant on its IT infrastructure, which acts as the backbone for business and communication between staff, both office bound and remote workers and external supporters.

With the UK supporter services based across two offices in London and Chelmsford, the IT department is tasked with providing its users with

full support and IT services from helpdesk user support to the running of the back office systems.

As a charity, it is of prime importance that overheads from all internal departments, including IT, are kept to a minimum. UNICEF UK depends on voluntary contributions via the Government, trusts, individuals and businesses and prides itself on its ability to ensure that as much money as possible goes directly to helping children.

“The charity’s committee is meticulous with regards to funding and committed to ensuring resources are available to achieve results,” said Steve Field, IT Officer, UNICEF UK. “Within the IT department, we were feeling the constraints of the lack of resources required to improve the overall running of the IT infrastructure, namely the running of the desktops and the Microsoft Exchange servers. We knew we needed to upgrade and migrate the systems so staff, both based in the office and those working remotely in the UK based regions and when on field trips, could efficiently access their desktop applications, including email, and from our point of view, we needed to ensure that the system was reliable, user friendly and the data secure.”

Due to the lack of resource and in-house expertise, Field and his team put out an external tender to several best of breed IT consultancies with specific knowledge and experience of Microsoft Exchange 5.5, 2000 and 2003, migration strategies, messaging and data management and archiving solutions.

bluesource – UNICEF UK’s IT Consultancy of Choice

Following a comprehensive review of all tenders, Field and his team approached **bluesource** to provide a solution to the ever increasing constraints of the IT environment. **bluesource** were selected due to the company’s technical maturity, strategic vision and its strong, proven track record in the full development and management of complex migration projects.

bluesource are a leading specialist IT consultancy that utilises its proficiency within the Microsoft Exchange and messaging arena, to help companies implement the right solution, bridging the gap between business benefit and IT. **bluesource** specialises in designing, delivering and supporting true Microsoft Exchange migration strategies to maximise flexibility, scalability, reliability; overall performance rates of Exchange data stores.

“We had worked with **bluesource** in the past on an anti-virus solution,” noted Field. “They won the migration contract on merit alone as I was aware of their expertise, flexibility and sheer dedication to getting the job done.”

In order to improve the efficiency and reliability of the desktop environment, **bluesource** managed the upgrade from Windows 95/98 to Windows XP to counteract the user limitations the system was posing. Microsoft had dropped all support services for the older operating systems so with all internal resources at a minimum, Field was certain of the benefits of upgrading the system, not just to the IT department, but to users.

Twenty servers were all migrated from Windows NT4 to Windows 2000 to provide complete future-proofing of the data stores, providing additional reliability and offering economies of scale as well as central control.

“We started the project at the beginning of 2003 and intended to have much of the migration work conducted in a matter of months, but following the news of the war in Iraq some months later plus a number of internal factors, the project was put on hold” said Field. “**bluesource** were professional and flexible and we regarded their engineers as part of the team due to their dedication to understanding our particular issues and attention to detail.”

Management of Spiralling Emails

The project is due for completion in Q4 2003. In tandem with the migration project, **bluesource** are also working with UNICEF UK to manage and deploy an email management and content archiving solution in order to control the growing influx of user email volumes.

“We were looking for a way in which to manage email growth and retention, and a way to archive all internal email,” noted Field. “As well as reducing staff mailboxes, we wanted to organise and reduce the amount of data stored on the public area on the data drive. By filtering this data into a separate archive, we could ensure the data was both retrievable and secure at all times. We trusted the opinion of **bluesource** as we had outsourced our email migration services to them, which through the duration of the project included the monitoring and management of our Exchange information stores to the creation of new inboxes, so we knew they were experts in this field and would provide the most suitable solution for our needs.”

Email use in general has seen phenomenal growth over the last few years. According to research from analyst house, IDC, businesses currently generate 16 billion emails per day with the figure set to rise to 60 billion by 2006.

bluesource recommended the Enterprise Vault from KVS. By utilising this solution, UNICEF UK can decide on a organisation-wide internal email retention policy. Enterprise Vault automates the removal of information as it ages from front-line system storage, to secondary on-line storage in the Vault, to tertiary back-up storage and finally to the deletion of the information, if required, within a specified time period. The system can cater to organisations with mobile workers who need remote access to current and archived email through the web. By working in conjunction with Exchange, Enterprise Vault enables Microsoft users to better manage their knowledge, acting as a corporate knowledge backbone within corporations.

“We expect the full migration of the system and the deployment of Enterprise Vault to be completed by the end of 2003,” commented Field. “During the project we have had to move goalposts due to unforeseen circumstances, but **bluesource** rose to the challenge and have delivered on time and within budget. One issue that needed special consideration was our Visual Alms database, which stores mission critical data pertaining to UNICEF UK. The database needed to be accessible at all times and the migration required specialist technical knowledge in order for it to work. Moving forward, UNICEF UK has made the decision to provide resources to make available all leading edge hardware and software upgrades and to upgrade our operating systems at least a year after the new release has been issued. Following the success of our working relationship and confidence in **bluesource**’s industry expertise, we would look to them to provide support and services for additional projects.”

For further information, please contact:

Andy Ward / Andrew McKeeve

bluesource

Tel: + 44 (0) 20 7940 6200

Email: andy.ward@blue-source.com / Andrew.mckeeve@blue-source.com

Web: <http://www.blue-source.com>