

NEW LOOK LTD

Solution Overview

Situation

New Look Ltd's Lotus Notes/Domino environment comprised 6 V4.6 & 2 R6 servers located at their Head Offices in Weymouth, on England's south coast, supporting 600+ users across the British Isles and France.

Solution

5 HP Proliant DL380G4's were purchased to build the 2 node back-end cluster, 2 front-end servers and an ISA 2003 server combined with a StorageWorks GMA12000 SAN all running Microsoft Windows server 2003 and Exchange or ISA 2003.

As part of the desktop refresh Outlook 2003 was installed as the mail client.

Issues

The major technical issues revolved around New Look's modified **Name & Address Book** and mail templates.

The original intention had been for Microsoft's Identity Integration Server to update Active Directory and keep the Distribution synchronised across systems but the in-house modifications to the NAB meant that DL's couldn't be processed resulting in a manual process being used.

Whilst the Mail template modifications meant that though CMT was required to migrate local NAB's the Microsoft Migration Wizard was still needed for the calendar. A combined approach to keep to the projects timescales was used.

The information flow from the users to business champions to trainers to project manager to migration and desktop engineers was often delayed and fragmented resulting in small, but cumulative, delays and later than expected finish times.

Technologies

- Microsoft Exchange 2003
- Microsoft Exchange Connector for Lotus Notes
- Microsoft Exchange Calendar Connector
- Microsoft Exchange Migration Wizard
- Lotus Domino v4.6 & R6
- BinaryTree.com Common Migration Tool Universal for Exchange

New Look Ltd, "a passion for fashion", the European fashion retailer faced a tough decision in 2003 as to the future of their Groupware infrastructure, whether to upgrade, to the latest version of Lotus Notes/Domino or migrate, to Microsoft Exchange 2003.

Unlike many migrations New Look Ltd (New Look) wasn't moving email platforms as the result of a merger or acquisition. Instead this was a strategic decision to choose which would best be able to support their business; now and into the future. The options were either to upgrade and consolidate their eight mixed V4.6/R6 Notes/Domino servers to R6.5 or migrate to a fault-tolerate Microsoft Exchange 2003 environment for its 600+ users. And deploy the solution as part of a desktop refreshed process upgrading to Windows, and Office, XP.

"The users definitely preferred Outlook (2003) to the Notes (R6.5.2) client and though we had invested in databases and applications it (Notes) hadn't been taken into their hearts."

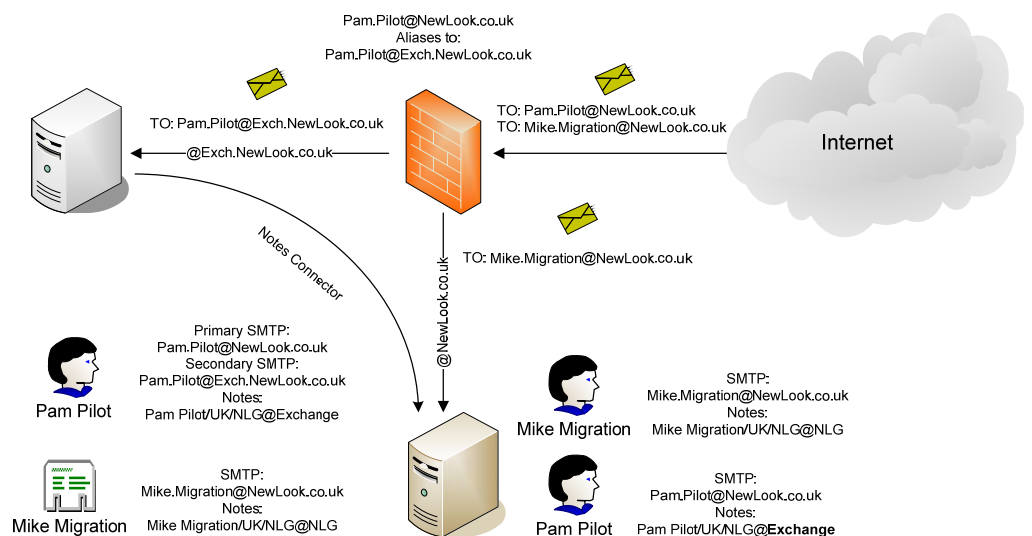
– Louis Van Zyl, Project Manager

Having made the decision during the summer of 2004 with help from their local V.A.R. New Look felt more specialised assistance would be helpful whilst the team got up to speed with Exchange 2003 and attended the administration courses; particularly for building the cluster and with the migration preparations.

September – Design and Pilot

The migration design followed best practise as described in the [Exchange 2003 Interoperability and Migration Guide](#) but this still left many issues unique to New Look: local **Name and Address Books**, Archives and the supplier contact database. After investigating the marketplace it was decided to use the [Common Migration Tool Universal for Exchange](#) from BinaryTree.Com to migrate the Notes server and local data.

Mail and Directory coexistence was implemented prior to the commencement of the pilot, see below.



New Look Ltd

New Look "a passion for fashion" belief is that fashion should be enjoyed by everyone regardless of age, shape or size has resulted in a wider customer appeal than any other fashion retailer in the UK. Its stores are now regularly shopped by a quarter of all British women.

Longfield Ltd

Longfield provide specialist groupware services available from our two practices, Messaging Integration and Managed Service.

Messaging Integration

Company Merger:

Integrating disparate email platforms enabling inter-operability between systems after company merger or acquisition.

Mail Migration:

Upgrading or migrating to a new email system from legacy platforms providing the benefits of standardisation.

Identity Management:

Building and developing a directory service across the various elements of a company.

BinaryTree.com

BinaryTree.com provides a comprehensive line of award-winning eBusiness products. Its eBusiness products, including ezMerchant Collaborative Commerce Suite, and BT Migration Suite utilities (Common Migration Tool, Common Migration Tool for iNotes and Common Migration Tool for Exchange) which offer the utmost in functionality and value. From retail e-commerce and business-to-business transactions, BinaryTree.com is committed to addressing the evolving needs of our customers and our partners.

For More Information

For more information about Longfield services, call the Longfield Sales Centre 0870-241-0372.

To access information via the World Wide Web, go to:

<http://www.longfield.co.uk>

The pilot tested the entire process; training, mail migration, OS and app's refresh, and all four involved parties (Longfield, Best Computer Training, New Look I.T. and users). As a result of the pilot the process was updated to only start the migration once the users had arrived at training. The failure rate for calendar migrations was also too high and to allow BinaryTree.Com time to modify the tool to handle New Look's modified mail template, so for calendars, the Migration Wizard would be used instead. BinaryTree resolved the calendar migration issue in November with a release of CMT Universal that utilised Exmerge and intermediate PST's.

October & December – Migration Phase 1

"No battle plan ever survives contact with the enemy." - Field Marshall Helmuth Carl Bernard von Moltke.

Or as it transpired two of New Look's directors. In the final week of the scheduled six week first phase the migration failed for two directors but with no reported errors in the Event Log. Several hours of fraught investigate and a Notes 'Fixup' yielded no progress so they were eventually migrated by splitting them repeatedly in half to narrow the corruption down to an individual meeting in 2001, 10:30-12:00 on the 16th of July to which they both attended. Though time consuming it was an adequate and timely solution when the corrupt item wasn't logged so could be readily deleted but not one that would not readily scale.

January to March – Lessons learnt & Phase 2

The lessons learnt fall into two categories: communication and data validation.

Which users were attending training and their individual migration requirements were being held in too many spreadsheets by too many people. So before the start of the second phase the spreadsheets were redesigned so that the department spreadsheet updated the daily training attending list which itself updated the migration spreadsheet. The spreadsheets were kept separate to avoiding 'locking' errors and held in public folders. Compilation errors were removed and last-minute changes were flagged immediately to all the team.

Enough time was available during the pilot to check individual messages and ensure the message count for each folder was correct thus giving a high probability that the data was valid. Whilst during the migration a simple folder count and log file review was considered sufficient. After a number of users reported not having all their messages migrated it was decided to add a mailbox size check and total mailbox item total to spot these failures whilst users were still in training.

Conclusion

Each migration moves forward the understanding of the problems and processes required to make it a success. For New Look de-emphasising the post-migration checks was a retrograde 'improvement' as though all users are equal some are more equal than others!

Future Notes to Exchange migrations wouldn't use the combination of the Migration Wizard and CMT Universal now the calendar issue is resolved and coexistence would be automated using Microsoft's Identity Integration Server or another Meta-directory and BinaryTree's CMT for Notes/Exchange Coexistence to add calendar lookups to SMTP mail transport.

