

# Quest Helps Coca-Cola Bottling Co. Consolidated Reduce Its Notes-to-Exchange Migration Timeline by 33 Percent

Coca-Cola Bottling Co. Consolidated (CCBCC) makes, sells, and delivers carbonated and noncarbonated beverages, primarily products of The Coca-Cola Company. CCBCC is the second largest Coca-Cola bottler in the United States and does business in eleven states. When CCBCC decided to standardize on Microsoft technology, it turned to Quest for tools to ensure an on-time, on-budget and risk-free migration from Lotus Notes to Microsoft Exchange 2007.

## The Challenge

Like many organizations, CCBCC made a strategic decision to standardize on a Microsoft/SAP platform. A key part of this strategy was to migrate from Lotus Notes to Microsoft Exchange and Outlook. Standardizing on the Microsoft messaging platform would provide a new collaboration experience for the CCBCC employees, while Exchange would support a wide range of mobile devices with ActiveSync, thereby reducing costs.

CCBCC understood that the project would take several months, so it had to be carefully planned and executed to minimize business disruption. The requirements were clear: approximately 3,000 mailboxes, distribution lists and conference rooms had to be migrated to Exchange without any data loss. Moreover, the Notes and Exchange environments had to coexist so that users could continue to collaborate and schedule meetings with other users, regardless of any individual's migration status.

## The Quest Solution

CCBCC contracted with InfraScience, a Microsoft Gold Certified Partner, to determine resources that could accelerate and simplify the migration. InfraScience provided the technical expertise to build a new Exchange environment with Windows 2008 servers and perform the Notes migration to Exchange. To meet CCBCC's migration and coexistence requirements, InfraScience and CCBCC evaluated Quest Notes Migrator for Exchange and Quest Coexistence Manager for Notes. After carefully evaluating tool vendors on the market, CCBCC and InfraScience selected Quest Software based on its ease of installation, 24/7/365 technical support and cost-cutting migration technology.

Quest Notes Migrator for Exchange mitigates risk of downtime and data loss and eliminates IT burden by ensuring a ZeroIMPACT migration of Notes e-mail, calendars, tasks and personal address books to Exchange/Exchange Online (BPOS). CCBCC particularly liked Notes Migrator's status reporting, which made it easy for its administrator to monitor the migration progress.

CCBCC and InfraScience found that Notes Migrator for Exchange delivered critical features that competing solutions lacked. "One of our most important requirements was that we needed the ability to preserve our mail folder structure," explained Mary Morabito, ISS technical services project manager at CCBCC. "When users create their folders and save e-mail in their user-defined folder system, the folder tree structure had to remain in place. The other tools didn't allow that."

Another feature that differentiated Notes Migrator from the competition was its multi-threaded architecture. "A single-threaded tool handles just one mailbox at a time, so if there is a corrupt mailbox, it would take a long time to timeout and other mailboxes would be backed up in the queue," explained Mark Pierce, managing consultant at InfraScience. "Notes Migrator, on the other hand, is multi-threaded—if there is a corrupted mailbox, it continues to migrate the other mailboxes."

Along with Notes Migrator for Exchange, CCBCC also purchased Quest Coexistence Manager for Notes, which ensures accurate e-mail and calendar flow between Notes and Exchange, preserving collaboration and maintaining business productivity.

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— Mary Morabito  
ISS Technical Services Project Manager  
Coca-Cola Bottling Co. Consolidated

## OVERVIEW



### Headquarters

Charlotte, North Carolina

### Services

Manufacturing, selling, and distributing soft drinks

### Critical Needs

To migrate from Lotus Notes to Exchange with no data loss or business disruption

### Solution

Notes Migrator for Exchange and Coexistence Manager for Notes

### Results

- Completed migration two months ahead of schedule, reducing its migration timeline by 33 percent
- Migrated Notes e-mail to Exchange with 100 percent accuracy
- Reduced external consulting costs through ease of use
- Minimized business disruption and ensured collaboration by enabling Notes and Exchange coexistence
- Ensured that Notes document links routed correctly throughout the coexistence period, preserving business workflow

### The Bottom Line

With Notes Migrator for Exchange, CCBCC completed its migration from Notes to Exchange nearly two months ahead of schedule, reducing its migration timeline by 33 percent. "We began by migrating a 100-user pilot group in April, and then started our company-wide rollout in May," said Morabito. "We targeted the project completion for the end of September 2009, but because Notes Migrator for Exchange had the capability to migrate multiple mailboxes at once, we were able to accelerate our project deployment. The migration was completed by the beginning of August—almost two months ahead of schedule."

Moreover, through Notes Migrator's ease-of-use and consulting from InfraScience, the IT staff at CCBCC was able to quickly learn how to perform migrations themselves, resulting in additional cost savings. "Later in the project, InfraScience's role was to oversee the process and provide back-end support," explained Morabito. "The knowledge transfer helped lower the cost of external consulting."

Notes Migrator for Exchange not only delivered a speedy and cost-effective migration—it delivered the complete migration that CCBCC needed. "Data fidelity was one of our primary requirements," explained Alicia Graham, CCBCC senior systems specialist. "We didn't want users to lose their contact information, especially on the business side; in particular, top management kept a large number of contacts in the Lotus Notes address book. With Notes Migrator, all that contact information was migrated with no data loss."

Because certain calendar invitations don't process correctly when sent between platforms natively, Coexistence Manager for Notes proved to be invaluable to CCBCC, as the tool ensures the accuracy of custom and recurring calendar invitations, so Notes and Exchange users can collaborate and schedule meetings with each other no matter where their mailboxes reside.

Coexistence Manager for Notes also addressed CCBCC's need to continue to work seamlessly with Notes applications that send e-mail. Coexistence Manager integrates with Quest's Link Tracking Service to ensure that links to Notes documents, embedded in e-mail messages sent from Notes applications, continue to route correctly throughout the coexistence period, preserving business workflow.

"The next phase of our project will be to migrate our Notes applications to a Microsoft platform," explained Graham. "Until that's complete, there's a coexistence issue—if a Notes application sends an e-mail to an Outlook user that includes a link, the Outlook user must be able to open the appropriate Notes database application with the required information, such as a form or a view in a database. Coexistence Manager for Notes provides that functionality for us, seamlessly."

CCBCC is confident about the value that Quest solutions provided. "Without Quest, we wouldn't have been able to do the migration at all," said Graham. "All too often, you evaluate a product and it promises to have the capabilities or features you need, but once you get it, it doesn't fit in the environment. The Quest tools, however, delivered as promised."

Visit [www.quest.com/notesmigration](http://www.quest.com/notesmigration) to learn more about Quest's Lotus Notes migration and coexistence solutions.

### About Coca-Cola Bottling Co. Consolidated

Coca-Cola Bottling Co. Consolidated makes, sells, and delivers carbonated and noncarbonated beverages, primarily products of The Coca-Cola Company. The second largest Coca-Cola bottler in the United States, CCBCC does business in eleven states, primarily in the Southeast. It is listed on the NASDAQ national market system under the symbol COKE. For more information, visit [www.cokeconsolidated.com](http://www.cokeconsolidated.com).

### About InfraScience

Founded in 2003, InfraScience provides consulting services specifically focused on Microsoft infrastructure solutions. Its consultants design and implement a wide range of complex Microsoft infrastructure solutions for mid-sized businesses to worldwide enterprises. For more information about this Microsoft Gold Certified Partner, visit [www.infrascience.com](http://www.infrascience.com).

### About Quest Software, Inc.

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