

## A Streamlined Migration at British Waterways

British Waterways is the public corporation tasked with managing and caring for more than 2,000 miles of canals and rivers in England, Scotland and Wales. To perform its work, the organisation has 1,500 users across a network of 134 locations around the UK, all requiring access to its largely SAP-based corporate systems.

### The Challenge

British Waterways' underlying Novell network infrastructure, which was installed in 1995, had become outdated and suffered from a number of incompatibilities with the server platform. To revitalise its IT systems, British Waterways awarded Fujitsu a five-year outsourcing contract to take over the management of its IT infrastructure. This included the provision of a help desk facility, as well as enterprise management services to proactively manage hardware and software performance and control assets and product licences.

One of the key requirements of the contract was migration from the British Waterways' Novell Netware operating environment and GroupWise e-mail to the Microsoft Windows Server 2003 platform, with the Microsoft Exchange 2003 messaging platform. The drive towards Microsoft was to achieve data and infrastructure centralisation for more effective backup and maintenance, to increase network performance and provide seamless platform consistency. Another significant driver was Fujitsu's high level of technical expertise in the Microsoft platform, which translated to time and money savings for British Waterways.

Fujitsu was under pressure to perform the migration on an aggressive schedule, as stipulated by its contract with British Waterways. User expectation of downtime had been set to one day at each location, for both data and e-mail migration and new desktop deployment. Fujitsu was compelled to work within these guidelines, in order to minimise disruption to the business. Fujitsu also had to ensure that the migration was virtually risk-free, as project failure and data loss were not acceptable.

Due to the complex permission model used by British Waterways for its data, Fujitsu felt that the use of native tools for the migration would prove time-consuming and cumbersome, as significant effort would be required to re-permission the data in the target environment.

Fujitsu recognised that the use of a specialised solution was required to ensure that the migration was executed swiftly, was risk-free, and kept user downtime to an absolute minimum.

### The Quest Solution

Fujitsu had previous experience of working with Quest's NDS Migrator on large migrations, and felt confident in its abilities to execute this migration successfully.

Quest NDS Migrator is a comprehensive solution that accelerates and simplifies migration from Novell NDS and Bindery environments to Active Directory and Windows Server 2000/2003. NDS Migrator enables access to all options, both pre- and post-migration, as well as the ability to schedule migrations to occur at a later time. NDS Migrator also provides a native view of both the NDS and Active Directory trees for better planning.

Several areas of functionality within NDS Migrator particularly attracted Fujitsu. The rollback capability reduces the risk of an unsuccessful migration by enabling full and thorough testing prior to migration. However, this safety net was never required. The project-based model facilitates allocation of the migration jobs into discreet units, making the whole migration process more manageable. Native tools do not allow this approach. Also, keeping all the

### Overview

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—Marc Dodge, Technical Architect,  
British Waterways

#### Headquarters:

Watford, Hertfordshire, United Kingdom

#### Services:

Public corporation

#### Critical Needs:

Solution to provide seamless migration from Novell to Microsoft infrastructure with zero downtime.

#### Solution:

Quest NDS Migrator and Quest GroupWise Migrator for Exchange

#### Results:

- Business impact minimised with reduced migration timescales and risk-free, seamless user migration
- Time savings



migration transactions in SQL enabled them to be held in a central repository and referenced by a number of migration consoles – a handy management tool for such a large-scale migration.

“Quest NDS Migrator was our first choice to manage the migration of British Waterways’ systems,” commented Neil McNaught, Solutions Architect, Fujitsu. “It provides everything you need to accelerate and simplify migrations from a Novell to Microsoft environment, which significantly reduces the associated costs and risks.”

In just 10 weeks, Fujitsu successfully executed the migration of British Waterways’ applications, using NDS Migrator to automate and synchronise the data migration activity. Over five terabytes of data was transferred, consisting of around 3Tb of file data and just over 2Tb of e-mail data. Fujitsu also consolidated British Waterways’ 90+ distributed Novell servers into its own data centre to enable secure and effective management. The new Windows XP desktop systems were then successfully rolled out to more than 1,500 users.

Fujitsu also used the Quest GroupWise Migrator for Exchange solution to migrate GroupWise archives and personal address books. GroupWise Migrator for Exchange provides a secure and reliable migration, converting users’ mail, calendars, tasks, personal address books and frequent contacts, and storing them on users’ new mailboxes on the Exchange server ensuring preservation of important enterprise information. It also migrates GroupWise archives into Microsoft Outlook personal stores.

## The Bottom Line

“The migration was completed on time, with the minimum of trouble and disruption to our staff and business. It wouldn’t have been possible to meet our aggressive timescales without the use of the Quest NDS Migrator and Quest GroupWise Migrator for Exchange solutions and the Microsoft tools,” confirmed Marc Dodge, Technical Architect, British Waterways. “In addition, good project management and a willingness of people on all sides to get their hands dirty and put in the necessary effort, helped ensure our users were not impacted.”

“Quest GroupWise Migrator for Exchange was easy to use and the migration ran smoothly with no errors; it most definitely has the Ronseal factor – it does exactly what it says on the tin! The Microsoft Exchange migration wizard was unable to migrate some of the mail items, such as mailbox tasks and mailboxes that appeared to have corruptions; these items were migrated perfectly by GroupWise Migrator for Exchange,” said Sharon Breeze, Customer Solutions Architect, Fujitsu.

Due to the intuitive interface, NDS Migrator was easy to grasp and required no extensive knowledge of either NDS/Netware or Active Directory/Windows 2003, which meant that the migration could be executed by help desk staff, freeing up other vital resources. Without NDS Migrator, British Waterways’ timescale requirements for this project would not have been met, which would have incurred contractual penalties for Fujitsu.

Quest NDS Migrator coped well with the complex permission model and inherited rights of the British Waterways data. The use of NDS Migrator allowed a smooth transition from Novell Netware to Windows 2003 file servers with minimal re-work of the data model, providing excellent audit trail information in a project-led approach. “We were all expecting to have to undertake a lot of re-permissioning work on the target infrastructure, and in fact very little was required – a most pleasant, time-saving surprise,” McNaught said. “Having now worked closely with Quest Software on a number of migrations, we feel that we have gained sizeable experience, which has further strengthened our relationship for future projects.”