



## Quest Delivers Up to 300% ROI through Seamless Migration from Novell and GroupWise to Windows and Exchange

Founded in 1887, Eby-Brown is the largest privately owned tobacco, candy, and convenience distributor in the United States, with \$4.1 billion in sales. Its 2,150 employee members serve 12,000 retail locations throughout the central and eastern United States.

When Eby-Brown decided to migrate from its Novell Directory Services (NDS) environment to Windows and Exchange 2007, it turned to NDS Migrator and GroupWise Migrator from Quest Software.

### The Challenge

Eby-Brown's IT environment spans its corporate headquarters and seven distribution centers. The company decided to move from Netware to Windows file servers and from GroupWise e-mail to Exchange 2007 to reap the benefits of a unified messaging platform. A manual migration project would involve the risky process of individually creating objects and re-assigning rights. To avoid possible data loss and downtime, Eby-Brown sought comprehensive migration tools.

In particular, Eby-Brown needed a solution that would easily migrate its large GroupWise archive. "We have no limits on how long end users are allowed to keep their e-mail," said Jim Brewer, IT Engineer at Eby-Brown. "So we had several hundred gigabytes of archived e-mail that needed to be brought over to Exchange."

Coexistence during the migration period was another important concern. With some 575 system users and multiple sites, Eby-Brown wanted to perform the migration over several months, rolling it out location by location. Staff needed to remain productive during the migration, without any downtime. Said Brewer, "Our customers get deliveries weekly or multiple times a week and they have to have their product the next day. If we're down two days, we start losing customers and money."

### The Quest Solution

Eby-Brown turned to two separate consultants for advice about migration solutions, Dell's professional services organization and a firm named Sentinel Technologies Inc. "Both of them recommended just the Quest migration tools - nothing else," reported Brewer. It's no surprise that when Eby-Brown evaluated Quest NDS Migrator and Quest GroupWise Migrator, it found the combination unbeatable.

NDS Migrator provides everything for seamless migration of an NDS environment to Active Directory. It automates updates of user desktops so their profiles, mapped drives, desktop shortcuts, and server-side OLE links continue to function during and after the migration. It also provides clean-up options, such as removal of the Novell Client from user desktops. Administrators enjoy a central console that provides access to all pre- and post-migration options, as well as scheduling. Administrators need not visit each workstation and users need no assistance from the help desk.

GroupWise Migrator provides a direct migration from GroupWise to Exchange Server 2007. It converts users' mail, calendars, tasks, personal address books, and contacts, storing them on their new mailboxes on the Exchange server. And it migrates GroupWise archives into Microsoft Outlook personal stores. "GroupWise Migrator from Quest was one of the only tools we found that easily handled the GroupWise archive migration," said Brewer.

Eby-Brown was pleased that both Quest products help ensure a smooth migration with no impact on users. With automated synchronization of files, folders, permissions, group membership and other data, NDS Migrator enables companies to migrate one site at a time and continue to work without interruption. GroupWise Migrator enables coexistence of the source and target messaging environments so users can continue to communicate and collaborate as if they were all in the same environment.

*"Knowing what we've paid for both tools and the amount of time and work it saved us by not having to reinvent the wheel, my best estimate on the ROI is as much as 300 percent."*

– Jim Brewer  
IT Engineer  
Eby-Brown

### Overview

#### Headquarters

Naperville, IL

#### Services

Tobacco, candy, and convenience distributor

#### Critical Needs

To migrate from a Novell/GroupWise environment to Windows and Exchange

#### Solution

NDS Migrator and GroupWise Migrator

#### Results

- Migrated 575 users and hundreds of gigabytes of archived e-mail with no downtime and no loss of data
- Allowed gradual, site-by-site migration by enabling seamless coexistence of source and target environments
- Saved IT staff six weeks of time compared to manual migration projections
- Delivered ROI as much as 300 percent

## The Bottom Line

Eby-Brown successfully completed its migration project as planned within three months in the spring of 2008. "The migration, was very straightforward and simple," Brewer reported. "The beautiful thing about using both tools together was that the end users were not impacted."

The IT staff members were also impressed by how easy the Quest tools made their own jobs. All the time-consuming activities of a manual migration—moving groups, keeping group membership correct, ensuring the correct rights on directories—were automatically performed by the tools. Brewer estimated that the Quest tools saved the three developers on the project 80 hours each—or a total of six weeks of time!

The company found that the Quest tools paid for themselves many times over just in the time they saved the IT staff. Said Brewer: "Knowing what we've paid for both tools and the amount of time and work it saved us by not having to reinvent the wheel, my best estimate on the ROI is as much as 300 percent. And no downtime meant no unhappy customers and no loss of business."

Eby-Brown was so pleased with the Quest migration tools and the support of the Quest team that the company invested in another Quest product just weeks after completing the migration project. Eby-Brown will use Quest MessageStats to monitor, analyze, and report on its new Exchange messaging system and achieve the most from the migration.

## About Eby-Brown

For over 100 years, Eby-Brown has been a leading convenience-store supplier and wholesale-food distributor of more than 11,000 name-brand products, including candy, tobacco, snacks, health and beauty aids, automotive and cleaning supplies, and general merchandise. Convenience industry retailers, vendors, and suppliers rely on Eby-Brown for its wide selection of convenience products, its responsive customer service, and its innovative technology, which are all designed to support its customers' growth in sales and profits. For more information, see [www.eby-brown.com/](http://www.eby-brown.com/).

## About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 100,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic and Vizioncore. Quest Software can be found in offices around the globe and at [www.quest.com](http://www.quest.com).

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