



**Partner:** Quest Software

**Web Site:** [www.quest.com](http://www.quest.com)

**Partner Size:** 3,300 employees

**Country or Region:** United States

**Industry:** IT services

#### Partner Profile

Based in Aliso Viejo, California, Quest Software provides software solutions for 100,000 customers around the world. A Microsoft® Gold Certified Partner, the company was named Microsoft Global ISV Partner of the Year in 2004 and 2007.

#### Software and Services

- Microsoft Server Product Portfolio
  - Microsoft Exchange Server 2007
- Services
  - Microsoft Exchange Online
  - Microsoft Office Communications Online
  - Microsoft Office Live Meeting
  - Microsoft Office SharePoint Online

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## Solution Provider Uses Online Services to Enhance Customer Migration Products

“It’s all about choice, and the more choices we give customers, the more likely it is that we can provide a solution that fits their particular business needs. Exchange Online definitely opens up more business opportunities for us.”

Keith Ridings, Product Manager for Notes and GroupWise Migration, Quest Software

*To meet growing customer needs, Quest Software expanded its migration solutions for Microsoft® Exchange Server 2007 to include support for migration to Microsoft Exchange Online. As a result, Quest Software can increase customer productivity by providing migration tools that work equally well for customers using the on-premises version of Exchange Server 2007, Exchange Online, or a combination of both. Quest also gains new business opportunities by offering customers flexible migration options.*

#### Business Needs

Quest Software, a leading enterprise systems management organization and Microsoft® Managed Partner, offers IT solutions that help customers increase performance and productivity within their applications, databases, and Windows®-based IT infrastructures.

The company specializes in assisting customers in migrating e-mail systems to Microsoft Exchange Server 2007 through solutions such as Notes Migrator for Exchange and GroupWise Migrator for Exchange.

Additionally, the company’s Migration Manager for Exchange tool gives customers the ability to migrate Exchange Server mailbox data, calendar information, and public folders from Exchange 2000 Server and Exchange Server 2003 to Exchange Server 2007. This tool can also assist companies in migrating from one Exchange Server 2007 environment to another in the case of a merger or acquisition. To date, Quest has helped customers migrate nearly 20 million mailboxes to Microsoft Exchange Server.

Recently, challenging economic conditions have caused the company's customers to require solutions for migrating to the hosted online version of Exchange Server 2007. "The current market conditions are causing many companies to look closely at everything that affects their bottom line," says Mike Ritz, Strategic Alliance Manager, Quest Software. "As a result, we have seen significant demand for assistance in migrating to online services."

At the same time, a growing number of Quest customers are seeking flexible versions of the company's messaging and collaboration migration solutions. These customers want some of their employees to use an online messaging and collaboration environment and some to use a traditional on-premises environment. "A company may have business-critical applications that are too complex to move online," Ritz says. "Or, a company may want to keep a core group of top executives in an on-premises e-mail environment, while a larger employee group is online. In all of these cases, our customers need flexibility."

## Solution

In November 2008, Quest Software decided to expand its offerings to take advantage of Microsoft Exchange Online, a hosted enterprise messaging solution based on Exchange Server 2007. Exchange Online relies on the Microsoft global infrastructure to deliver highly available messaging services.

Using this technology, Quest Software is able to provide tools to help customers migrate on-premises mailboxes to the Microsoft Business Productivity Online Standard Suite, a set of hosted messaging and collaboration solutions including Microsoft Exchange Online, Office SharePoint® Online, Office Live Meeting, and Office Communications Online.

The company can now offer customers efficient, cost-effective migration from Lotus Notes and Novell GroupWise to Exchange Online, including direct migration of e-mail, calendars, and address books. Quest Software also provides pre-migration tools to help customers identify and filter the users that they do not want migrated to online services.

## Benefits

By expanding its offerings to include migration solutions for both online and on-premises technologies, Quest Software can give its customers flexible migration options and help them increase productivity. The company is also able to seek out new customers who want solutions tailored to specific business needs.

### ■ Provides customers with flexible options.

By helping customers migrate to either an on-premises Exchange Server 2007 environment or a fully hosted Internet version of Exchange Server 2007, Quest Software can help its customers take advantage of a combination of software and services. "We are giving our customers an opportunity to look at multiple models that can meet their particular migration needs," says Keith Ridings, Product Manager for Notes and GroupWise Migration, Quest Software. "Wherever they are in the world, they can take advantage of cost-effective Microsoft technology and can choose to do business online as well as within the office. That's a very attractive business model in today's economy."

### ■ Increases customer productivity. Because Quest Software customers now have solutions to help them migrate to hosted technologies such as Office SharePoint Online, their employees can take

advantage of built-in messaging and collaboration tools. "Our customers can implement unified communications technologies into their overall messaging environments," says Ritz. "Their employees are more productive as a result, because they have integrated tools at their fingertips."

The company can also migrate mailboxes while maintaining customers' productivity because Notes Migrator for Exchange and GroupWise Migrator for Exchange give IT administrators the ability to automate and schedule migration jobs. "Migration is transparent to end users so there is no downtime, and productivity can be maintained," says Ridings. "Overall, whether our customers are migrating to on-premises or online solutions, our tools can help them save time and resources."

### ■ Helps create new business opportunities.

Quest Software can build on its existing business model by giving customers the ability to migrate to online services. "As a global ISV, we have always worked to add value to Microsoft technologies and have focused on migrating customers to the Microsoft environment," says Ridings. "Because Microsoft has now opened up online services, we can add even more value to our solutions."

Quest Software is also able to create new business. "It's all about choice, and the more choices we give customers, the more likely it is that we can provide a solution that fits their particular business needs," Ridings adds. "Exchange Online definitely opens up more business opportunities for us."