Mail Migration to Microsoft Office 365

THE CLIENT

Frucor Beverages Ltd

INDUSTRY

Manufacturing and Distribution

THE BUSINESS NEED

As part of the strategy to centralise and consolidate world licensing of the Suntory group of companies, Frucor were required to migrate Frucor NZ and AU staff email from a hosted MAAS environment to the Suntory Office 365 tenant.

THE CHALLENGE

With 1,100 mailboxes to migrate containing in excess of 4TB of data, there were many complexities and challenges to overcome resulting in Frucor seeking guidance and collaboration in architecting a solution to manage the process.

Additionally, time was a factor as Frucor were keen to remove the significant costs being incurred at a third party hosted environment, so ideally they wanted the migration to be completed as quickly as possible.

THE SOLUTION

A pragmatic approach built on meticulous discovery and planning to migrate Frucor's mail to Office 365 through a phased approach:

- Discovey and Design
- Environment Configuration
- Data Migration
- Office 365 Go Live
- Documentation and Hand over

BUSINESS BENEFITS

- Fixed monthly fees ensures a predictable cost of IT Services
- Substantially Reduced costs
- Improved efficiency and responsiveness
- Increased availability, communication and collaboration between staff members
- Ensured availability and continuity of services

Frucor Beverages Ltd

The Journey

Frucor Beverages is a Japanese-owned beverage company operating in Australasia, and headquartered in Auckland, New Zealand.

Established in the year 1960, Frucor has evolved from being a small juice business in New Zealand to a leading Australasian beverage company and the market leader in energy drinks.

Since 2009 Frucor has been wholly owned by leading Japanese beverage and food company Suntory Group. As part of their strategy to consolidate world licensing, Frucor were required to migrate their email to the Suntory Office 365 tenant.

Having an existing relationship and experience working with Softsource, Frucor invited Softsource to tender for the impending migration.

The Suntory Group issued a design for the international mail platform based on Microsoft's Office 365 which formed the basis for Softsource's email solution. Through initial discovery is was detemined the default hybrid migration method would not be possible and hence a third party product was identified to migrate the 1000+ mailboxes and approx 4TB of data.

softsource®
computing a better way

Pragmatic Phased Delivery

Softsource approached the Frucor migration project armed with many years experience gained from previous Office 365 migrations.

Whilst there are many approaches frequently adopted across the industry for moving large volumes of email from an existing Exchange Server environment to Office 365, there are two universally accepted methodologies most commonly employed.

The first of these is a method that puts Exchange into "Hybrid" mode and allows for seamless migration of users between the hosted/on-premise Exchange and Office 365. Under this scenario, users can be moved to Office 365 progressively and as time allows, as both the on-premise Exchange Server and Office 365 continue to manage email simultaneously as users are migrated as and when ready. However, this method can be labour intensive, and when a large number of mailboxes is involved, sometimes difficult to manage.

The second method and the one deployed for Frucor, encapsulated a combination of specialised skills and third party toolsets to achieve a seamless, efficient migration to Office 365.

The Softsource project team were able to simplify and remove the complexities that customers often experience when conducting a migration of this size. Of particular note, was the minimal impact to end users when cutting over from on premise Exchange to Office 365. Not only did the deployment go smoothly with minimised user disruption, but Softsource were able to complete the migration in under under a month with the business benefit being realised for Frucor in the shortest possible time frame.

Using a pragmatic approach, Softsource split the project into five phases to ensure that each phase received the appropriate level of resource and attention, enabling Frucor to focus their resources on more productive opportunities.

SOFTSOURCE

"Softsource has a good level of experience in migrating customers from on premise or hosted e-mail into Microsoft's Office 365 cloud e-mail platform. Migrating large customer email environments into Office 365 has a number of challenges that an experienced partner can help smooth out with their learnings from previous projects."

John Harrop, Softsource Director

FRUCOR BEVERAGES

"With Suntory's drive towards collaboration across the group, Frucor needed to migrate to Suntory's Office 365 tenant hosted in Singapore. After the initial discovery and design phase was completed, Softsource were able to seed all users and their data from the Australian hosted MaaS platform to Office 365 over a few weeks, with cutover initiated on a Friday afternoon. The transition to O365 was effortless, with staff able to access their mail in O365 on that same afternoon.

We're intrigued by the Office 365 roadmap and we're excited to see how far we can go, as Frucor continues the journey to cloud services and enables the ability to work from anywhere, anytime and any device."

Shane Vincent, Group BT Service Operations Manager, Frucor Beverages

Benefits of Office 365 Email include:

1. No Server Maintenance
Cloud email instead of server-based email means moving this portion of your IT costs from variable to fixed.

2. Easier Disaster Recovery
With cloud email, problems with hardware really don't matter as far as email is concerned. Your laptop crashes? No problem—all your emails are stored in the cloud. Grab a loaner machine and sign right back on for business as usual. When emails are based in the cloud, your records are more than recoverable: they're always there.

3. Anywhere Access
- *Cloud-based email can be accessed from anywhere, on any device.*
- *Email access is immediately available from your home computer, tablet or even from your smartphone.*
- *Productivity levels increase, particularly for remote workers*
- *Cloud-based email accounts sync up instantly and automatically, so data is accessible from multiple devices.*

4. Collaboration
- *Real-time project collaboration and document editing*
- *Video and voice conferencing*
- *Instant project updates*
- *High storage capacity for sending and storing multimedia-rich emails, including video messages*