

Office 365 migration team earns prestigious award

Amway seamlessly migrates 19,000 Notes mailboxes and calendar data to Office 365 on time and under budget, earning the migration team CIO Awards, with help from Quest® migration solutions and services.



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*Brian Greene
Manager of Unified Communications Support, Amway*

CUSTOMER PROFILE

Amway

Company	Amway
Industry	Consumer products
Country	United States
Employees	19,000
Website	www.amway.com

BUSINESS NEED

To enable effective global communications and collaboration, Amway needed to migrate its email from IBM Notes to Microsoft Office 365. And to ensure a fast, seamless migration, it needed the help of migration experts with the right tools.

SOLUTION

With the help of Quest Services and migration software, Amway was able to migrate its 19,000 Notes mailboxes and calendar data on time and under budget, while ensuring user productivity with seamless coexistence throughout the project. The project was so successful that management recognized the team with CIO Awards, the most prestigious honor given to Amway IT employees.

BENEFITS

- Migrated 19,000 Notes mailboxes and calendar data to Office 365 on time and under budget
- Ensured user productivity with seamless directory, free/busy and calendar coexistence throughout the migration
- Exceeded expectations with flexible, expert professional services

SOLUTIONS AT A GLANCE

- Microsoft platform management

Effective communication and collaboration is critical to business success today — especially if your organization operates in more than 100 countries and territories across the globe. That’s why Amway, one of the world’s largest direct selling companies, was eager to migrate from IBM Notes to Office 365 and take advantage of all the benefits of the modern, actively supported Microsoft platform. To ensure a successful email and calendar migration with no disruption for users, Amway enlisted the help of Quest Services using Quest migration and coexistence solutions for Office 365.

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A MODERN, INTEGRATED COMMUNICATIONS PLATFORM FOR THE FUTURE

Collaboration is a key pillar of Amway’s success. The company manufactures and distributes more than 450 nutrition, beauty and home products for consumers, with more than 19,000 employees supporting the millions of Amway business owners who sell Amway products. Therefore, the company needed modern, integrated communications tools.

“We have three catchwords at Amway: fast, focused and fun,” says Brian Greene, manager of unified communications support at Amway. “Since we are a large global company with operations going on around the globe 24 hours a day, living up to those catchwords requires unified communication tools that are highly available. Therefore, we made the strategic decision to move our email and calendar systems from IBM Notes to a mainstream technology platform.”

Office 365 fit the bill perfectly. Not only did it offer close integration between email and Amway’s other critical business tools, such as Microsoft Office and SharePoint, but the cloud model was more flexible and cost-effective for Amway than an on-premises Exchange environment. “The capital build-out to put Exchange servers in all of our locations would have been extremely expensive,” Greene explains. “And even if we consolidated some locations to our larger data centers, the network bandwidth and WAN architectural changes were

also cost-prohibitive. So we chose the cloud model.”

MIGRATING 19,000 MAILBOXES ON A TIGHT SCHEDULE REQUIRES EXPERT HELP

Amway’s corporate leadership approved the move from Notes to Office 365, giving the IT team just one year to plan and execute the migration. With 19,000 mailboxes to migrate and little in-house experience with either the migration process or the target Microsoft platform, the team quickly began looking for a partner with the right tools and expertise to complete the project on time — and with minimal disruption for the business. The pool of vendors was quickly narrowed to two: Microsoft and Quest.

After exploring both options carefully, Amway chose to engage Quest Services using two Quest migration solutions, Migrator for Notes to Exchange and

PRODUCTS & SERVICES

SERVICES

[Quest Services](#)

SOFTWARE

[Coexistence Manager for Notes](#)

[Migrator for Notes to Exchange](#)

[Migration Manager for Active Directory](#)

Coexistence Manager for Notes. “We knew we couldn’t develop the expertise in-house to move such a large amount of data in such a short time frame, so we looked for the professional services partner that could best execute the project,” recalls Greene. “Microsoft proposed a fixed-fee project in which we would stage the migration and then turn it over to them for execution — they manage the migration and you just hope that it works. Quest was far more flexible and fit both our project model and our budget better. The Quest quote for services was 2/3 the cost quoted by Microsoft, and the Quest engineers worked side by side with Amway employees on an hourly basis to ensure a successful outcome.”

In addition to preferring Quest’s service model, Amway also had good reason to trust the Quest migration tools. “We knew Quest had reliable tools and an excellent reputation,” notes Greene. “In fact, our Windows Server team had recently used Migration Manager for Active Directory to successfully complete a global Active Directory consolidation project, and they were very happy with both the Quest solution and the support they received.”

A SMOOTH MIGRATION, COMPLETED ON SCHEDULE

Using the Quest migration solutions and working closely with Quest experts, Amway was able to complete its email and calendar migration on schedule. “Thanks to Quest, we were able to migrate 19,000 mailboxes and a year’s worth of calendar data from Notes to Office 365 in just six months — on time and under budget,” reports Greene. “We worked closely with our Quest engineer, who consistently demonstrated that he was an expert in his support area and earned our trust.”

The partnership between Amway and Quest was as seamless and successful as the migration itself. “Engaging Quest Services was a great decision: It enabled my team to focus on their jobs while the Quest experts delivered a fast, smooth migration,” Greene adds. “The Quest resources very quickly became an integral

part of the team. They exceeded our expectations and were a key component in the success of the project, helping out in more ways than just technical experience. An unexpected bonus was that they facilitated a great deal of knowledge transfer for Amway; I don’t think we would have received that from any other vendor.”

Amway also discovered the Quest staff had not only extensive migration experience, but also the expertise required to optimize its new Office 365 environment. “The Quest engineer also brought to the table a detailed understanding of Active Directory Federation Services, so he was able to help us define our target architecture,” says Greene. “That was something that we didn’t even know we needed until we got into the details of the technology.”

THE SUCCESSFUL MIGRATION EARNS THE TEAM AMWAY’S PRESTIGIOUS CIO AWARDS

Together, the Quest migration solutions delivered a complete migration with no data loss or disruption for end users. Migrator for Notes to Exchange includes an advanced, multi-threaded engine that moves email and calendar data more than three times faster than other solutions, as well as automation and scheduling that reduces administrative effort and enables you to run migration jobs when they will least impact network bandwidth and operations, such as at night or during the weekend. Meanwhile, Coexistence Manager for Notes ensured that users remained productive throughout the entire migration by delivering directory, free/busy and calendar coexistence between Notes and Office 365.

The migration team wisely enhanced these solutions with migration best practices, including effective communication with users throughout the migration, multiple types of user education and proactive training of help desk staff.

As a result, the migration was deemed a resounding success by end users and management alike — earning the migration team the company’s highest

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honor. “The migration was so successful that management recognized our team with CIO Awards, the most prestigious honor given to Amway IT employees,” says Greene. “This award recognizes and rewards individuals and teams for their outstanding contribution to the company and celebrates their accomplishment.”

KEEPING THINGS FAST, FOCUSED AND FUN

The successful migration is helping Amway live its catchwords: fast, focused and fun. “The new Office 365 platforms and the integrations with the rest of our Microsoft workloads enable the company to move at a faster pace,” Greene says. “For example, before, updating the Notes email client would take 12–18 months and require a separate migration effort. Now email updates happen at the same time as updates of the other

Office products we have. Thanks to the migration, our employees around the world can communicate and collaborate far more effectively.”

ABOUT QUEST®

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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