



## Clifford Chance

Keltec helps make email system migration seamless and successful



### Business continuity

When global law firm Clifford Chance needed to migrate 4,000 mail boxes to Microsoft Exchange 2003, they chose leading UK technology integrator Keltec to help make sure the transition went without a hitch.

Keltec's proven ability in the provision of totally integrated solutions enabled the migration to be completed seamlessly and quickly – users were able to leave their office at the end of the day and return next morning to find the new platform, ready and waiting for them to continue their work with no disruption.

### Consolidating resources

Clifford Chance is one of the biggest law firms in the world, advising today's leading financial institutions, commercial enterprises, and state and regulatory bodies on complex and critical legal issues. With 28 offices in 19 countries throughout the Americas, Asia, Europe and the Middle East, Clifford Chance offers a uniquely global perspective on the whole range of legal issues affecting banking and finance, capital markets, corporate M&A, litigation and disputes, property, tax, pensions and employment.

Clifford Chance decided to replace its Microsoft Exchange V5.5 with the 2003 version. Version 5.5 was limiting the firm's database requirements, it was an end-of-life architecture and it was necessary to move to Windows 2003 in order to consolidate server resources.

"We were maintaining a larger number of servers than we needed to," explains Clifford Chance project manager Simon Fennell. "With an organisation the size of ours, where data is our business, we needed the support of Windows 2003 to enable us to consolidate our infrastructure and to manage a smaller number of servers."

### Effective methodology

"Exchange 2003 is a new environment, which would move us from stand-alone to active directories. We could not do an in-place upgrade so it was necessary to migrate data out of the old system and into the new, without our end-users noticing, or feeling any difference to their environment. We wanted a seamless migration with minimum user or business interruption.

"Learning from the successful pilot in their Amsterdam office the next key stage was to initiate a methodology that would enable the project to migrate Clifford Chance's London office users. At this point Keltec became involved, focusing originally on formulating a migration process among IT users, which would then be extended to the remainder of the office.

Firstly a workshop was set up, with Keltec deploying a dedicated project manager and three technical experts. The requirements and parameters of the migration were closely defined, identifying exceptions and refining the process. After a proof of concept test a pilot migration was carried out among 50 IT users. The pilot was quickly ramped up to the remaining 200 London IT community.

### Business Challenge

- Migrating Microsoft Exchange V5.5 to Version 2003 with minimum disruption to end-users and no impact on business processes.

### Solution

- Keltec's proven AAIMS methodology and structured approach enabled an effective migration process to be established among the pilot group, which was then extended to the remainder of Clifford Chance's business services groups.

*"Keltec approached the project in a very structured way. They provided a great deal of experience, professionalism and commitment, worked well as a team and basically got the job done."*

Simon Fennell,  
Project Manager,  
Clifford Chance

## Confidence in processes

“The pilot was well worth doing. We quickly progressed from the pilot to migrating over 200 IT users in a few days,” says Simon Fennell. “We came up with a few issues that hadn’t been discovered in the proof of concept but with Keltec we were able to modify and refine the exception and migration process so that we could move forward with confidence beyond the IT community and into the second stage of the process – to target business services areas within Clifford Chance, including support services, HR, finance and facilities management.”

The key definition of the project’s success was that users could leave the office and come back next day to find the new platform up and running, allowing them to continue their work without disruption.

## Business Benefits

- Effective migration methodology enabled seamless transition to the new Windows 2003 platform which has improved management of data and communication resources.
- Close involvement of Keltec experts retained clear focus on Clifford Chance requirements.

## Technology Highlights

- Successful migration to Exchange 2003 provides a more scalable and secure infrastructure for business critical email
- Keltec project management and migration ensured no disruption to email provisioning to users
- Migration lowered cost of email operations by enabling consolidation to fewer servers to run Exchange 2003 with improved performance

## Working as a team

“The project has gone very well,” adds Simon Fennell. “Keltec brought the experience of having already carried out this type of work. In particular they approached it in a very structured way. The project manager and technical architect were able to build the methodology and were well-rounded in the field of messaging. They were able to help us if things weren’t going as planned and to integrate effectively with our operational teams. Keltec’s guys who worked on the ground were also highly capable. They worked as a team, and got the job done.” Clifford Chance has worked with Keltec for a number of years but this was a new foray for us into the professional service arena. Keltec provided a great deal of professionalism and commitment and proved themselves more than capable. We have developed a good relationship with them and they are certainly a preferred supplier for any future projects of this type at Clifford Chance.”

*“With Keltec we were able to modify and refine the migration process so that we could move forward more confidently outside of the IT pilot and into the second stage of the process, to target business services.”*

Simon Fennell,  
Project Manager,  
Clifford Chance



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