

PST Migration Management Service

Avnet Professional Services



Summary

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Introduction

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1. The PST problem

PST files (also known as Personal Folders or Outlook data files) were not designed to handle the rigorous demands of today's large-scale corporate email requirements. However, many companies move email from Exchange into PST files for retention. Ultimately, these files create more problems than they solve and are one of the main reasons why organizations eventually seek an enterprise archiving solution.

Other problems include:

- Lack of centralized management of which users have created PST files, how many files exist, or what intellectual property they contain.
- Propensity for data corruption with limited recovery, resulting in permanent data loss.
- Impact on nightly backups, as the archive bit for any opened file will be changed and thus require a complete file backup, even if the file has only been viewed.
- Increased storage requirements, as single instancing is lost when multiple copies of identical email/files are stored in disparate PST files.
- Lack of content retention enforcement and compliance management.
- Difficulty in searching, as a user can only search one PST file at a time, and it is virtually impossible for an organization to locate and search all PST files for compliance and/or discovery purposes.

2. The Enterprise Vault Software

Enterprise Vault software allows organizations to migrate all existing PST file data into the archive repository. Restoring user search and accessibility to this data enables the organization to achieve PST eradication. Key benefits that the product provides includes the ability to:

- **Locate:** Enterprise Vault allows you to locate PST files that are referenced in the registry or reside on file servers.
- **Determine ownership:** This critical step of the process answers the question, "Who owns the PST files that I have just located?" If you are not able to PST file, then you cannot automatically assign security to the information you are about to add to the archive.
- **Report:** A central management view of the process is critical. Enterprise Vault software administration shows a view of all PST locations, ownership and migration status.
- **Import:** The central management view of the process can be used to actually trigger the migration itself. This PST migration tool actually imports the information to Enterprise Vault software, assigns security and rationalizes security but is only one step in the PST migration process.

3. Avnet's PST Migration Management Service

A PST migration project takes time. It has taken organizations significant time to generate the data stored in the PST files, so it will take time to ingest all this data into Enterprise Vault.

The Avnet PST Migration Management Service can significantly reduce the timings of a project through using our wealth of experience around the Enterprise Vault archiving solution coupled with excellent Project Management skills. Typically the PST Migration method would involve a two-phased approach:

- **Phase 1 – Project Initiation (5 Days – Initial Visit)**

This phase normally incorporates the planning, analysis and design.

Planning of the project deliverables with timelines is essential to make sure that the PST project does not become unmanageable and unnecessarily time consuming resulting in higher costs.

In any PST migration project, the key is to first benchmark the PST migration in your own environment to determine the expected migration throughput rate. There are various tools that will be run within your environment to carry out an analysis of all PST data and specific file attributes that needs to be taken into consideration.

The design of the approach is also important and normally incorporates a mixture of Wizard Drive, Scripted, Client-driven and Server-driven methodologies. Avnet is best placed to give you the highest optimised approach with the best results.

▪ **Phase 2 – Managing Product Delivery (Blocks of 20 Days)**

Implementation normally follows the proposed design approach. Initially this will involve all required PST related configurations within the Enterprise Vault system as well testing of all areas incorporated within the initial design.

Experience has also highlighted that clear communication is essential to end user to make the transition as seamless and painless as possible without interruption. Issues are better managed when there is a designated person available as a support function.

In terms of Technical Support, Avnet is a Technology Support Partner Participants (TSPP) offering 24x7 support of Enterprise Vault. Therefore any technical issues experienced can be escalated through to our highly experienced Enterprise Vault Support Team.

This phase can be purchased in blocks of 20 days on an ad-hoc basis to ensure to maximum efficiency and well and provide flexibility. It also provides us with a chance to review agreed SLA's and KPI's with the customer to make sure that the work package is delivered.

Note that Avnet's PST Migration Management Service is delivered in association with Bluesource Consultancy.

Contact Us

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