

# Industrial products firm eliminates PST files with migration to Office 365

A worldwide industrial products company with over 15,000 users eliminated PSTs by migrating the files to Office 365

## CUSTOMER PROFILE

<b>Company</b>	Anonymous
<b>Industry</b>	Industrial Products
<b>Country</b>	US
<b>Employees</b>	Over 15,000

## BUSINESS NEED

The company had tens of thousands of PST files and needed to migrate the data into the Exchange Online user mailboxes in Microsoft Office 365 before they could upgrade their users to Windows 10. In addition, the company wanted to eliminate the PSTs after migrating the data to reduce the risk of unauthorized access.

## SOLUTION

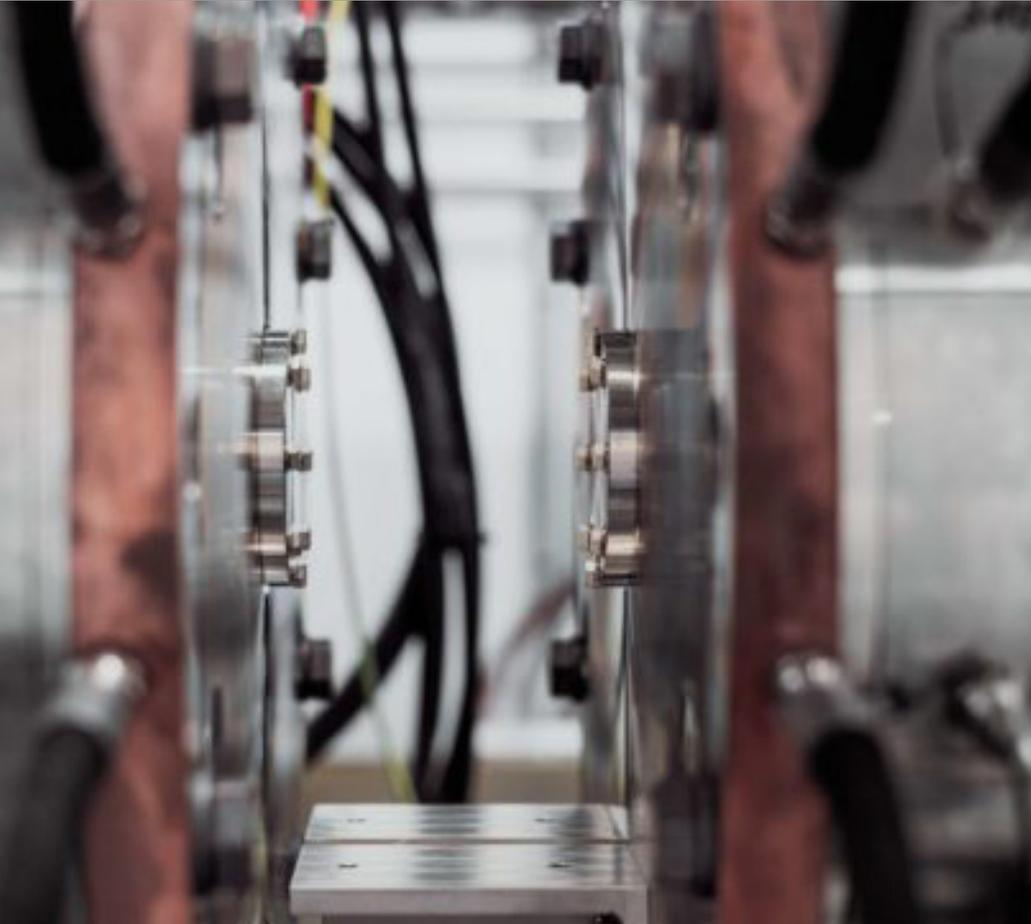
Quadrotech PST Flight Deck by Quest located tens of thousands of PST files for this industrial products company, migrated them into the mailboxes of over 15,000 users in Office 365, and then deleted the files while minimizing the impact to the users and other resources on their network.

## BENEFITS

- Achieved centralization objectives
- Successful phased migration of data with required bandwidth restrictions
- Chain of custody maintained throughout
- Increased user satisfaction

## SOLUTIONS AT A GLANCE

[Quadrotech PST Flight Deck](#)



“PST Flight Deck not only protected the network infrastructure, but also gave a faster user experience.”

*Mike Weaver*  
Product Owner of Quadrotech PST Flight Deck

A common problem to a mobile workforce is the location of their users' data. As cloud technologies have allowed users extreme flexibility, the data users have must also be centralized so they can work effectively in their modern, mobile, and secure environment.

For this organization, PST files were a major barrier to their operating system upgrade and OneDrive migration project. The users were moving all of their data into the Office 365 product suite, however PSTs also needed to be migrated into the user's mailbox to complete this strategy.

In addition, the firm was implementing a new e-discovery process with the move and needed all email to be available in Exchange Online in order. This would allow the firm to be in compliance with the various regulations that impacted them worldwide.

The organization operates in dozens of countries across North America, South America, Europe, and Asia. The Office 365 tenant was located in North America. Uploading data from some of these regions was extremely time consuming with various bandwidth restrictions and network topology complexity. In addition, all user interaction would need to be in the local language for each user.

#### THE CHALLENGE

Any enterprise that has historically used Microsoft Exchange and Outlook typically has many thousands of offline PSTs scattered throughout its infrastructure – on desktops, laptops, removable disks and shared network drives. These PSTs are accessed constantly by local users and may contain highly sensitive data of which the organization is unaware. The relative insecurity and easy portability of PSTs means their eradication has become a critical concern.

The volume of the PST data was quite high, with many users' in regions far from the target tenant. To make matters more complex, the bandwidth to some sites was quite limited. Users also spoke multiple languages, requiring any interaction to be changed to the users' local language.

#### THE PROJECT

The client's highest priority was to migrate and eradicate all the PSTs before a user needed to upgrade their computer to Windows 10. All of this needed to be done in a controlled manner without impacting the other network traffic.

As with all offline migrations, there were many more PST files in circulation than there were official 'users'. This is because there are often multiple PSTs in multiple repositories belonging to a single owner, as well as orphaned PSTs abandoned when users leave the business. Some individual PST files can be excessively large, occupying several GB.

Mike Weaver, Product Owner of PST Flight Deck, explains: "One of the reasons PST Flight Deck was selected by this client was the ability to operate in a hub and spoke model and control user bandwidth. These two critical features allowed us to centralize data regionally and then move it to the North America tenant on a rolling and on-going basis. This not only protected the network infrastructure, but also gave a faster user experience."

The other challenge was minimizing the impact to users and ensuring any communications were in the users' local language.

"User profiles allowed us to give custom experiences to each user," says Weaver. "By using the information in Active Directory, we were able to assign language options and bandwidth restrictions to each user. This combination of moving files while they are open and read-only, allows for a transparent user experience."

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Product Owner of PST Flight Deck

#### PRODUCTS & SERVICES

##### SOFTWARE

Quadrotech PST Flight Deck

## CONCLUSION

Mike Weaver notes: “Organizations considering similar migrations simply need to ensure they provision appropriate resources and project management at the outset. Our managed migration service removes this headache. We know how our product can and should perform, and this meant we were able to pinpoint likely problems within the client’s infrastructure so they could be addressed as quickly as possible.

“A migration of this type and on this scale is so much more than a technical project. We’d encourage anyone embarking on it to consider the impact on all parts of the organization and to inform and manage the expectations of anyone who will come into contact with it.”

The end result for the client is having all of their data centralized in Office 365 for their users. The end state not only supported the data centralization goals, but also achieved the goals of the legal and compliance teams, all while increasing user satisfaction.

## ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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