



# nGenera Exchange Online Deployment

## THE SITUATION

nGenera is a mid-sized business centered in the technology industry based out of Mountain View, California. With over 800 customers worldwide, including 200 of the world's largest enterprises, nGenera delivers complete solutions for both employee and customer engagement. With a combination of services and software, nGenera works directly with customers to help create a customized Enterprise collaboration strategy.

Kenny Boudreaux, a Systems Engineer at nGenera, discovered they were spending a significant amount of time and money on maintaining existing systems and wanted a better way to manage the growing number of Exchange accounts. With multiple locations to serve, a Blackberry integration to contend with and a current on-premise Exchange solution of two mailbox servers and two gateway servers in Austin, Texas and Bellevue, Washington, nGenera felt the timing could not have been better to simplify their infrastructure and reduce cost with a cloud solution.

## THE SOLUTION

Microsoft Exchange Online is part of the Microsoft Business Productivity Online Suite accessible through Microsoft Online Services. Exchange Online offers improved email security, "anywhere" access to e-mail for employees, enhanced operational efficiency for IT staff and twenty-five gigabytes in mailbox storage per standard license.

According to Boudreaux, the two factors involved in the decision to migrate were: the cost savings the cloud provides and the flexibility it affords the IT department in order to manage and grow the business.

"Our IT team was spread pretty thin," says Boudreaux. "We have our own hosted offerings... and we wanted more time to focus on [our customer environments]."

Prior to migration, Boudreaux knew the scheduling process was going to be demanding. This was a big change for nGenera due to the multiple acquisitions since 2007. With an acquisition occurring in the middle of the migration, the complexity of having disparate accounts challenged the IT department. This situation required a complex communication plan to notify the change to all on-site, mobile and diversely located end users.

## ABOUT VORSITE

- Leader in IT Solutions focused on customer migration to the Microsoft cloud.
- Transitioned over 95 companies nationwide to Microsoft Online Services.
- Uniquely qualified to implement Microsoft services and deployment strategies that leverage the right combination of cloud-based and on-premise solutions.
- Founded in 1999
- Headquarters in Seattle, WA

## MICROSOFT GOLD CERTIFIED PARTNER COMPETENCIES

- Information Worker Solutions
- Mobility Solutions
- Networking Infrastructure Solutions
- Security Solutions

## WHAT WE DO

- Specialize in building integrated cloud-based and on-premise solutions
- Enable seamless collaboration and information access across the organization
- Deploy communications solutions to enable better collaboration and brand awareness

## CORE SERVICES

- Cloud solutions using Microsoft's Online Services (BPOS)
- Enterprise Collaboration Solutions
- Application development with the Windows Azure Platform





Vorsite and nGenera teamed up to tackle this large task. Vorsite built the communication plan containing information on expected outages, potential issues and what to expect with the migration, in addition to recommending coexistence of both the on-premise and cloud solution during the migration process. The recommended setup allowed the migration process to begin systematically and over a period of weeks and the team migrated over 250 gigabytes of data from two on-premise mailbox servers to Exchange Online.

“As soon as you make that switch... the connection happens immediately to the new mailbox,” says Boudreaux.

As a result, all users from disparate accounts were aligned beneath a single active directory. This provides a better communication system for nGenera’s on-site employees, in addition to building improved connections to their mobile workforce.

## THE RESULTS

Vorsite and nGenera worked together to create an atmosphere geared towards a seamless transition to the cloud and a satisfactory experience with the appropriate support and expert advice of Microsoft Online Services.

nGenera’s successful account migration from Microsoft Exchange 2003 to Microsoft Exchange Online with an integrated Blackberry solution has given Boudreaux more time to focus on the business needs.

“Any disaster that happens, we should be working,” says Boudreaux.

With the migration now behind them, nGenera now experiences reduced cost, increased mobility and sense of security the disaster recovery service the cloud offers.

## WHY VORSITE

Vorsite’s goal is to deliver Microsoft cloud-based strategies and solutions to small, mid-sized and enterprise customers across the United States. With over 100 cloud deployments, Vorsite understands the value of customer satisfaction and ensures consistent and smooth deployments to the Microsoft Online Services Platform.

Paired with the Microsoft Gold Partner, Windows Intune Blackbelt and Microsoft Online Services Accelerated Partner qualifications, Vorsite brings innovation and inspiration to every customer opportunity.

