



Industry

Government and Public Sector

Customer

US Air Force Air Mobility Command

Business Challenges

- Migrate data from Microsoft Exchange 5.5 to Microsoft Exchange 2000
- Establish large-storage information repositories
- Consolidate and reduce Microsoft Exchange servers
- Decrease Microsoft Exchange database

Business Solution

Livelink ECM™ - Archive Server

- Lower total cost
- Significantly reduced user mailbox sizes
- 50 percent faster data migration
- Storage requirements cut by 65 percent
- No user training required
- Simplified system administration

U.S. Air Force Air Mobility Command— Realizing improved operations

Speed and global mobility are at the core of the military and humanitarian operations of the U.S. Air Force Air Mobility Command. Even mere seconds could prove critical; such as the time lost while trying to retrieve vital emails from an overflowing server. To prevent the loss of valuable time, the U.S.A.F. AMC implemented Livelink ECM™ - Archive Server from Open Text™, enabling them to reduce fifteen servers to five and cut storage requirements by 65 percent - rendering email retrieval quick and efficient.

Organization

The United States Air Force (USAF) Air Mobility Command (AMC), headquartered at Scott Air Force Base, Illinois, controls over 550 aircraft and employs more than 141,000 active-duty and reserve personnel. The primary mission of the AMC is the provision of global mobility and sustenance for America's armed forces. The organization also provides airlift, aerial refueling and medical transport to the armed forces, and plays a crucial role in providing humanitarian support at home and world wide.

“Archive Server makes it much easier for email users at AMC to cope with the storage capacities of their mailboxes and to accomplish their missions.”

Lt. Col. Dean Mallory, Commander of the 868th Communications Squadron

Situation

In order to provide a solution to an increasingly burdensome email storage problem, AMC made a strategic decision to migrate its 65,000 email users from Microsoft Exchange 5.5 to Microsoft Exchange 2000, while simultaneously consolidating and reducing the total number of assigned Microsoft Exchange servers. The command also needed to establish large-storage information repositories as soon as possible.

Solution

Archive Server from Open Text™ set the foundation for a solution to the storage problem, and was gradually implemented enterprise-wide.

The support for various flexible configurations that Archive Server provides - such as centralized, localized, distributed, remote standby, and high availability configurations - was an essential aspect of the solution that contributed to its successful implementation. AMC chose a centralized implementation with remote standby service in order to set up one central location for all storage hardware secured with a remote standby system.

The deployment of the solution ran behind the scenes, which ensured minimal disruption to the work day - end-users barely noticed any changes. The only visible difference was the replacement of the

familiar envelope icon with a CD icon, which indicates that an e-mail has been archived in the ECM solution. Only a small - roughly 1KB - pointer file remains in the Microsoft Exchange storage.

The behind-the-scenes installation offered the additional advantage that no end-user training was required. Just as prior to the implementation, users open and view their e-mails using Microsoft Outlook or Outlook Web Access. The system administrator sets the retrieval attributes by deciding how particular email messages should be archived: on a hard disk on SAN, NAS, or RAID for quick retrieval, or on near-line and offline media, such as a CD, for slower retrieval.

As part of the data migration project, AMC wanted to consolidate more than 90 servers from 12 dispersed Microsoft Exchange 5.5 sites to four centrally located Exchange 2000 clusters and 12 stand-alone Exchange 2000 systems at one site.



After the consolidation of the first three sites only, the command's MS Exchange storage requirements were cut by 65 percent, as all email files and attachments older than 45 days had been automatically archived. In addition, the number of servers had been reduced from fifteen to five. Thanks to the significantly reduced user mailboxes, the data migration from Exchange 5 to 12 could be completed 50 percent faster.

Benefits

The implementation of Archive Server into the command's parallel running Exchange 5.5 and Exchange 2000 environments helped alleviate many problems. Thanks to the solution, the data migration has been performed quickly, easily and securely. The Open Text technology optimizes AMC's storage architecture by enabling the possibility of setting intelligent storage attributes, ranging from SAN through RAID to nearline media. As a result of the central storage management and a reliable failover strategy, AMC has realized significantly lower total costs.

More than 450 gigabytes of email storage have been saved since Archive Server implementation, and AMC's administrative costs for the email infrastructure have been cut considerably. Backups that would take nearly a day to complete prior to the implementation are now conducted in just a few hours.

AMC selected a centralized archiving system to secure a comprehensive storage for its email files. Now, all emails and attachments older than 45 days or larger than 10 KB are automatically archived. Deleted and Outbox email files are ignored in this process. This set of parameters ensures that AMC's unique needs are optimally met.

As a result of the Archive Server implementation, AMC has effectively reduced its Microsoft Exchange database. Consequently, the user migration from Exchange 5.5 to Exchange 2000 was completed much faster. Backups are now completed quickly and effectively at predetermined service intervals; and administrative staff spends much less time on time consuming email administrative tasks. More mailboxes can now be managed per server, and considerably fewer servers and hard disk systems are needed overall.

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