



netgovernTM

CHAMPLAIN VALLEY
PHYSICIANS HOSPITAL
MEDICAL CENTER
CASE STUDY

NETGOVERN DELIVERS THE RIGHT EMAIL ARCHIVING AND MIGRATION SOLUTION FOR CVPH

NetGovern provided Champlain Valley Physicians Hospital Medical Center with an email archiving and migration solution that allowed them to migrate from GroupWise to Exchange with minimal impact on their user community. The solution also helped them consolidate personal archives, standardize the location of the archives, and the policy-based retention features of NetGovern Archive will help them keep their new email environment from becoming bloated in the future.

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CLIENT OVERVIEW

Located in Plattsburgh, New York, Champlain Valley Physicians Hospital Medical Center (CVPH) is a regional medical center recognized as a leader in providing exceptional quality care and improving health and wellness of North Country residents. Champlain Valley Physicians Hospital was created in 1972 by the merger of the private Physician's Hospital with Champlain Valley Hospital, a charitable hospital operated by the Grey Nuns. As CVPH Medical Center, it is currently a not-for-profit facility incorporating a variety of inpatient, outpatient, and community outreach care services.

VITAL STATS

- Client since 2010
- 1550 users at the time of the project
- Novell GroupWise collaboration system
- Personal archives scattered through the system

BUSINESS CHALLENGE

In the spring of 2010, CVPH decided to replace its Novell GroupWise email system with Microsoft Exchange 2007. Citing the lack of GroupWise integration with critical applications and a lack of confidence in Novell's future, the IT team at CVPH began evaluating the migration tools on the market. Email is a critical business application for CVPH, whose email users have come to rely on it as an

essential part of day-to-day communications at the hospital. Initially, CVPH contemplated performing a phased approach to the migration by keeping both GroupWise and Exchange in place. "Co-existence definitely caught our attention because we were hesitant to move over. Moving from a familiar GroupWise system to an unfamiliar Exchange system was going to introduce an enormous amount of change to the user community at CVPH and we wanted to make sure we did it right. In the end, co-existence wasn't a good solution for us," says Justin Miller, the Senior Network Specialist at CVPH.

“ We considered the Quest tool, but at the end of the migration, you just threw the tool away. You paid all that money just to migrate. With NetGovern, we quickly realized that after the migration we were going to have an enterprise-level email archiving solution in place, and email archiving was definitely another project on our IT to-do list. What's more, the cost of the two products was comparable.”

Robert Evans
Telecommunications and Operations Manager
Champlain Valley Physicians Hospital Medical Center

CRITICAL REQUIREMENTS

1. Migrate the medical center's email messaging system from Novell GroupWise to Microsoft Exchange with minimal impact on the user community.
2. Archive all email, appointments, tasks notes and address books from GroupWise for all users and make the data accessible.
3. Inject a limited amount of email into the new Exchange mailbox to keep it small and manageable.

PRODUCT PERFORMANCE

The GroupWise system at CVPH was extremely bloated. There were email accounts that weren't being archived and numerous personal archives scattered throughout the system. With the help of a professional services team, NetGovern Archive was deployed to move the bulk of email messages and associated data out of GroupWise and into a centralized archiving system where the messages would be accessible through WebAccess. NetGovern Archive was also deployed on the new Exchange system to allow users to access archived messages from their Outlook clients. NetGovern Archive was used to locate personal archives and transfer them into the centralized archiving system without having to convert them to Outlook PST files, which resulted in significant time savings for CVPH. Finally, instead of simply transferring the archived data into the new Exchange environment, a subset of data was injected and email retention policies were implemented to

prevent the new system from becoming bloated in the future. Having completed the archiving process, the migration from GroupWise to Exchange took place over a weekend. "We set aside a few days of preparation before the go-live date, but it was pretty transparent to our user community, who are still talking about it. Even our CEO praised the migration as being seamless," says Evans.

SUCCESS FACTORS

Critical to the success of CVPH's migration project was the preparation, communication, and training provided by Evans and his team. Communication between CVPH's internal team and the hospital community was extremely important to the success of the project, as was the adoption of the new email system by the user community. To ensure that success, one of the first things they did was move the IT team to Exchange. Coming from a GroupWise background, Exchange was not very familiar to the team, but once everyone in IT was on Exchange, they implemented a full training schedule and customized the training materials provided by Messaging Architects to suit the hospital's environment.

"At first, I was doing weekly communications and then two to three times weekly communications containing any significant information or training that needed to go out to the teams. I over-conveyed the message that life at CVPH was going to change, so much so that our users bought into it. I made it a much bigger deal than it probably ended up being," recalls Miller,

the Senior Network Specialist at CVPH. But it worked. The training sessions were very well-attended. “Once people understood the value of the training sessions, we were getting twenty to thirty people per session.”

THE BOTTOM LINE

The email archiving and migration solution provided by NetGovern was the right solution for CVPH.

““ In the end, implementing the archiving component for the migration was one of the best decisions we made. We really wanted to migrate away from GroupWise, and when we found out that we could use an archiving solution to migrate, we saw enormous value in that. This project was a really big win for the team here at CVPH because it is working exactly like we said it would.””

Robert Evans
Telecommunications and Operations Manager
Champlain Valley Physicians Hospital Medial Center