



## A cloud-based message delivery system for a US healthcare provider.

A large, multi-state US healthcare provider was ready to move on from their expensive and inefficient legacy email system. Due to the nature of their work, they couldn't allow even a day's worth of downtime to affect their care giving. After hearing about Zones' capabilities from another client, they reached out about possible solutions to their issues. Zones hosted a series of working sessions with the client's IT management and stakeholders to determine that migration to a cloud-based solution using Microsoft Exchange Online could raise efficiency and lower costs. Not only that, but Zones could complete the implementation without any downtime. Zones designed and implemented a new message delivery system that fit within the client's specifications and assisted the client through every step of their migration.



**5,000 mailboxes and associated data migrated to the cloud.**



**Migration completed with zero downtime.**



**12-15% lower TCO compared to the previous system.**



### Challenge

- The client was using an expensive and inefficient legacy email system.
- The old system couldn't handle the client's growth and struggled to manage over 5,000 employee email accounts.
- The client was interested in migrating to a cloud-based platform but couldn't risk any downtime and felt stuck with the old system.



### Solution

- Zones hosted collaborative working sessions with the client to assess challenges and discover the best solution.
- Zones designed and implemented a modern email platform using Microsoft Exchange Online and helped the client migrate 5,000 mailboxes to the new platform.
- After migration, Zones held Q&A learning sessions with the client to aid in knowledge transfer.



### Results

- The new system was rolled out in stages, so employees had 24/7 access to their inboxes with no downtime.
- Zones' solution cost the client half they amount they had anticipated spending.
- The overall cost of the new solution is determined to be between 12-15% less than the client's old email system.

# CLOUD EMAIL MIGRATION

## The Challenge

As the client grew, it became clear that their aging email system could no longer support their needs. They were still using a legacy Lotus Notes system, which was costly and difficult to use, as it struggled to handle email accounts for the client's 5,000+ employees. While the client was interested in moving their email servers to the cloud, they were wary of the downtime involved in migrating their workloads from their legacy system – as a healthcare provider, they couldn't afford a gap in care. They needed a partner that could help them migrate to a cloud-based system robust enough to meet the needs of a regional staff with multiple locations, all with zero downtime.

## The Solution

Zones hosted a series of collaborative working sessions with the client's IT management, department leads, and stakeholders to assess their challenges and discover the best platform for solving them. From these sessions, it was determined that a modern cloud-based solution using Microsoft Exchange Online could meet the client's requirement of a zero-downtime migration. Zones leveraged its data center and cloud engineers to build the cloud infrastructure.

Once the new solution was built, Zones migrated 5,000 mailboxes and associated groupings from Lotus Notes to the Microsoft Exchange Online platform. This process was completed in a series of stages to maintain users' ability to access their email 24/7 with no downtime, as per the client's expectations.

After the migration was complete, Zones held Q&A learning sessions to aid in knowledge transfer. These sessions included integrating help desk best practices into the new system and merging the client's existing help desk with a new support model for newly integrated products and software.

## The Results

Thanks to Zones' efforts, all mailboxes and associated data were successfully moved to Microsoft Exchange Online. The client can access these successfully from any location, as well as have all historical data with RTOs that matched the client's HIPAA-based policies. Plus, the new solution can scale to accommodate thousands of new users as needed, so the client won't have to worry about further growth in the future.

Not only did Zones manage to complete the solution in less time than expected and with zero downtime, they managed to do so with a budget of about half the amount the client had anticipated. Best of all, the client is experiencing serious cost savings over the previous legacy system, with total cost of ownership estimates being 12-15% lower than what they were paying before.

*When the client told us that they were interested in migrating to the cloud, but couldn't afford any downtime, I knew it was going to be a challenge – but I also knew that Zones was up to the task. We worked diligently to fulfill the client's expectations and ended up implementing a modern message delivery system under budget, ahead of time, and with no downtime.*

– Chief Architect, Zones LLC

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