



## CASE STUDY

# “BCC delivered when others couldn’t”

“Many of the other solution providers we engaged wouldn't consider certain requirements like calendaring and encrypted e-mail, but BCC was able to meet those requirements. Overall, they created a plan to move from proof-of-concept, to piloting, to production that we could follow and repeat in migrations to different tenants. BCC a strategic partner of HCL and before that IBM. So, we knew that BCC had the knowledge of the tool and have the knowledge of both the Microsoft side and in our case the Notes Domino side that was needed. What I look for in a partner versus a vendor: to understand our situation, you were always willing to listen, and you never presumed that you knew more about our environment than we did.”

**Joe Hermida – Director of Collaboration**

**World Vision** 

### Business Challenge

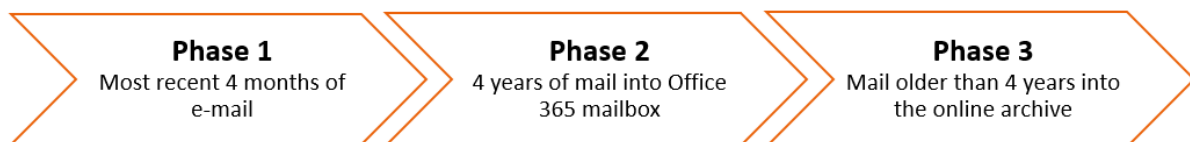
- Migrate approximately 32,000 mailboxes and calendars – The RFP estimated around 80TB of mail data to be migrated.
- Brief window of opportunity for migration – The migration had to be completed by September 2020. The RFP went out for tender in December 2019.
- Globally dispersed with data residing in 90 different countries - The nature of the business meant working with the most prosperous nations of the world raising money and awareness: but doing work in the nations with the poorest infrastructure and the greatest humanitarian need. Due to this, connectivity into each office ranged from excellent to non-existent, leading to the decision that some locations would require an offline data transfer.
- Migrating in the height of the pandemic - Three World Vision offices were shutting down and moving regardless of the pandemic and the data had to be migrated before the shutdown.

Most staff were working from home or very limited access to offices and in some countries, staff were not permitted to enter the office. In one country, political upheaval meant internet access was just switched off for the entire country. Another had a military coup and others had intermittent power outages. Those were just some of the unique issues faced by many locations, in the middle of such a large-scale migration, it became quite a challenge. Due to these complexities the project kicked off only 4 months prior to the required cut-over date.

## Solution

- MigrationEngine for Mail is secure. No additional infrastructure or technical account are required. There is no access to sensitive data by technical personnel during the migration.
- Resilient no matter what challenges were encountered, political or pandemic MigrationEngine for Mail performed.
- Shortest timeframe possible. Due to the globally dispersed nature of World Vision, it was not as straightforward as migrating offices, departments or even countries. The decision was made to move a selection of mail for all users in the shortest window as possible.
- Analysis by BCC showed that there was over 88TB of data across the 32,000 mailboxes and calendars.
- Phased approach. Migrating 88TB of data in “a big bang” would be a challenge at the best of times, when the mitigating factors were considered, it would be an almost impossible task, therefore a phased approach was proposed.
- Teamwork. The project team consisted of more than 25 people from World Vision & BCC covering infrastructure, testing, communications, and project management.

With consultation with World Vision the decision was made to migrate in three distinct phases.



With the added complexity of the offline data transfer, it was essential that the team could migrate the phase 1 mail for 27,000 accounts in the 4-month time frame, whilst being mindful that the data for the remaining phases must be gathered, validated and in the case of the offline locations, uploaded to a staging server.

As a heavy user of AWS (Amazon’s virtual cloud services), World Vision deployed 11 virtual machines for use in the migration, one instance was exclusively used as a staging server for the offline data transfer, with the remaining servers being used for the MigrationEngine for Mail software. Logistically keeping track of the offline data took additional man hours for the World Vision team because of the business sensitive nature of the data. Some were put in customs and were delayed; some were damaged in transit. In one country, political upheaval meant internet access was just switched off for the entire country whilst attempting an online migration. These delays meant the project team were required to be agile and adaptable to migrate the data that was available on a just-in-time basis.

## Results and ROI

World Vision, as an organisation, are globally on the same mail system for the first time in over a dozen years, which has made a huge difference in the way they are now able to operate. Integration with an older e-mail and calendaring system was always an issue previously, which held up global projects and collaboration. As the Identity Management and other subject matter experts can now concentrate on a single product set, it has allowed the organisation to start working on projects that were held up because offline / on-prem was a showstopper. Being in a cloud-based system has

allowed World Vision to move at a faster pace, especially because of pandemic environment, they can be more responsive to offer funding opportunities and to deploy things in a faster pace.

"It's really opened up a lot of opportunities and we're already seeing the return in our investment with the office product, it could have been Google, it could have been some other, but to move to a different platform off what we were at - it was specifically the product that we were leaving was more important than the product that we're going to, but it was the project that we worked with BCC that put us in an environment where we could be as responsive as we are now. Again, to me, it's amazing that it hasn't even been a year. It hasn't even been eight months yet, but we're in a much better place and we've got 4/5 active global projects that it would have taken 4-5 years to get to them because we had to address all the customization issues as a result, so we're a much more agile organisation because of this project."

"Moving on from the legacy system of HCL Notes that served us well for over 15 years to the new world of cloud based collaborative systems will help us focus our funding directly on our mission. BCC helped us secure our legacy mail data and make it fully available in the new world"

Joe Hermida – World Vision International

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**About World Vision International**

World Vision has a long history of taking action that transforms the world. Our focus is on helping the most vulnerable children, in the most difficult places, overcome poverty and experience fullness of life. Our integrated approach includes water, healthcare, education, child protection, and income generation. With the aim of allowing every child to fulfil their God-given potential.

Across almost 100 countries, our impassioned community of supporters, volunteers and community leaders work together to transform children's lives. Together, we will never give up. - See more at: [www.worldvision.org/about-us](http://www.worldvision.org/about-us)