Rotherham PCT's Deployment of Windows 2003 and Exchange 2003 Gets a Clean Bill of Health with Quest

Rotherham Primary Care Trust (PCT) provides primary care services to around 250,000 residents. Whilst acute care is typically provided by Hospitals, health services provided by a PCT are typically provided within the community and may include a visit to a health professional such as a Doctor, Dentist, Pharmacist or a home visit from a Health Visitor or District Nurse.

As with many NHS trusts in the UK, Rotherham PCT's IT services are provided by a Health Informatics Service (HIS). Rotherham HIS also provides IT services to a number of local Trusts. When support for NT 4.0 and Exchange 5.5 ceased at the end of 2003, Rotherham PCT used a migration solution from Quest Software to deploy Windows 2003 and Exchange 2003.

The Challenge

Rotherham PCT had originally planned to work with Rotherham NHS Foundation Trust and deploy Windows 2003 with Active Directory (AD) and Exchange 2003 across both trusts. By incorporating the three PCT domains and one Foundation Trust domain into a single AD forest, communication between the trusts would be enhanced and maintenance would be more efficient. However, the Foundation Trust instead decided to adopt an in-house approach to its IT services, putting an end to the deployment partnership. By the end of 2004, Rotherham PCT decided to move ahead with the deployment and worked with its trusted system integration partner, Specialist Computer Centres (SCC) to plan the migration.

Having suffered a delay with the migration, Rotherham PCT was keen to perform the deployment of its new environment quickly. Keeping system downtime to an absolute minimum was also key to the deployment. Rotherham PCT's e-mail system runs on a 24/7 basis, to ensure that any drug alerts issued by the UK's Chief Medical Officer (CMO) are distributed immediately. For instance, it is imperative that an alert about a drug being withdrawn from the market due to side effects is immediately dispatched.

Aside from e-mail, any other system downtime would need to be restricted to outside of business hours, to ensure that the trust continued to operate as effectively as possible. With 1,650 users and mailboxes, 1.6 TB of data and a 90 GB mail store to migrate, SCC knew that a deployment solution would be necessary to ensure a speedy and streamlined migration, and to reduce the risk of a failed migration and subsequent data loss.

The Quest Solution

Having worked with Quest Software on several deployment projects, SCC recommended the use of Quest Domain Migration Wizard and Quest Exchange Migration Wizard. "As an NHS trust, we have rigorous protocols in place to ensure that IT procurement decisions are not taken lightly. We were impressed by what we saw of the Quest solution and felt extremely confident with our decision to accept SCC's proposal to invest in Quest Software. We were also very appreciative of Quest's willingness to acknowledge our NHS budgetary constraints," commented Derek Stowe, technical, network & security manager, Rotherham PCT.

Domain Migration Wizard is designed for complex ZeroIMPACT™ deployments of AD and was used by Rotherham PCT to migrate from Windows NT. Domain Migration Wizard is geared towards distributed, enterprise-scale environments and delivers comprehensive, easy-to-implement solutions for Windows NT to AD migration, Windows NT domain reconfiguration and Exchange Server 5.5/2000/2003 processing.

Exchange Migration Wizard is an award-winning migration and coexistence application for transitioning Exchange 5.5-based environments to new or existing Exchange 2000/2003 environments. The product performs a gradual, unattended migration with a special focus on real-time synchronisation for true coexistence during the transition period. Exchange Migration Wizard has been engineered to address the challenges of migrating huge amounts of messaging data with ZeroIMPACT™ on resources and users. Rotherham PCT's use of Quest for its deployment of Windows 2003 with AD and Exchange 2003 commenced in October 2005 and was completed in five months - seven months faster than planned.

"The Quest deployment solution enabled us to perform the migration in just five months instead of twelve, without compromising on data security and without impacting on our users."

- Derek Stowe
  Technical, Network & Security Manager
  Rotherham Primary Care Trust

Overview

Headquarters

Rotherham, England

Services

Healthcare - National Health Service (NHS)

Critical Needs

Solution to provide a fast, seamless migration to Windows 2003 and Exchange 2003 with minimal impact to the users and no e-mail downtime.

Solution

Quest Domain Migration Wizard and Quest Exchange Migration Wizard

Results

- Achieved a seamless migration with minimal impact on the users

- Reduced the risk of a failed migrations and loss of data

- Delivered time 62 percent savings by a faster deployment

- Delivered two months of time savings through fast resolution of user ID corruption

- Delivered several months of time savings through automated desktop updates

- Delivered six months of saved time through Quest's recommended approach to avoid e-mail format changes

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Quest works closely with Microsoft to provide solutions aligned to Microsoft's latest offerings. "Quest Software is ready to help customers deploy their new Exchange 2007 environment," noted Dave Champine, product management director, Exchange solutions, Quest Software.

The Bottom Line

Rotherham PCT used its Quest solution to successfully deploy Windows 2003 with AD and Exchange 2003, 62 percent faster than planned, with very little impact on the users, no e-mail downtime and no loss of data. "The Quest deployment solution enabled us to perform the migration in just five months instead of twelve, without compromising on data security and without impact on our users," noted Stowe.

Further time was saved during the AD deployment by not having to manually re-create users that became corrupt during the migration. "It was inevitable that there would be hiccups with a small percentage of our user IDs during the migration, due for instance, to duplication. I would estimate that Quest's Domain Migration Wizard saved as at least two months by ensuring that any such users were re-created in a matter of seconds, with all previous permissions and group memberships intact," said Stowe.

The Quest deployment solution ensured that updates to each desktop were automated, saving several months of time. "Without the Quest solution, each of the eight members of the team would have been dealing with desktop issues for weeks," explained Stowe.

At least six months of time was saved by following the recommendation highlighted by the Quest solution, not to change all e-mail addresses to a standard format. "There were many different formats of e-mail address throughout the trust, and we'd planned to take the opportunity to introduce a standard format with the deployment to Exchange 2003. We ran Exchange Migration Wizard's discovery module, which thankfully advised us against taking this course of action. Without this advice, the outcome would have been disastrous, taking at least six months to resolve the ensuing issues," added Stowe.

Rotherham PCT's deployment of Windows 2003 and Exchange 2003 has brought a series of benefits to the Trust. These include less administration and maintenance of the infrastructure, a more stable environment, less manpower to manage the environment and the ability to manage it remotely. "With all the benefits gained from our new environment and the Quest solution, Rotherham PCT will undoubtedly receive a return on its investment within a year of commencing the deployment," added Stowe.

About Rotherham Primary Care Trust

Rotherham Primary Care Trust (PCT) provides primary care services to around 250,000 residents. Its aim is to improve the health and well being of the people of Rotherham and to improve health services. Rotherham PCT provides services from around 80 sites, including Hospitals, Hospices, Clinics, GP surgeries and Health Centres.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organisations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at **www.quest.com**.

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