



Fitness chain facilitates merger with quick email migration

SATS ELIXIA quickly consolidates its Exchange 2010 organization into its Office 365 in just one weekend with Quest's SaaS migration solution



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*Peter Sandström, IT Operations Manager
SATS ELIXIA*

CUSTOMER PROFILE

SATS ELIXIA

Company	SATS ELIXIA
Industry	Health and fitness
Country	Sweden
Employees	7,000
Website	www.satselixia.se

BUSINESS NEED

To ensure business continuity after a merger, SATS ELIXIA needed to migrate 1,000 users from one chain's Microsoft Exchange 2010 organization to the other's Office 365 (Exchange Online) tenant with high accuracy and minimal impact on end users.

SOLUTION

With the help of Quest partner Avanade, SATS ELIXIA was able to complete the migration in a single weekend using On Demand Migration for Email, minimizing business disruption and maintaining employee productivity.

BENEFITS

- Facilitated a smooth merger by migrating 1,000 mailboxes from an Exchange 2010 environment to Office 365 in one weekend
- Ensured no business disruption by providing users with easy, clear access to all their email
- Reduced costs and effort by eliminating the need to set up local servers and software
- Saved approximately 80 hours of work by providing an easy-to-use interface and automating migration jobs

SOLUTIONS AT A GLANCE

- Microsoft platform migration

SATS ELIXIA is a leading fitness chain in the Nordic region. The company's 435,000 members enjoy modern, functional and individual personal training and group exercise at 160 training clubs, and the company also helps members train outside the clubs using a wide variety of digital tools. For help with an email consolidation to Office 365 after a merger, SATS ELIXIA turned to Quest®.

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Senior Analyst
Avanade*

A MERGER RESULTS IN ONE ON-PREMISES AND ONE OFFICE 365 EXCHANGE

When fitness chains SATS and ELIXIA merged, the new company was faced with one Exchange 2010 and one Office 365 (Exchange Online) organization. To enable all employees to communicate effectively, SATS ELIXIA needed to quickly establish a unified email system for all employees and chose Office 365 as the platform for the new company. Since email is a core functionality for SATS ELIXIA, they wanted to ensure a fast and accurate migration that would minimize disruption and confusion.

CHOOSING THE RIGHT PARTNER AND THE RIGHT MIGRATION TOOL

SATS had engaged a partner to help with its earlier move to Office 365. Since that migration had been a success, after the merger, SATS ELIXIA turned to the same partner: Avanade, a consultancy that delivers business technology solutions and managed services focused on Microsoft technologies. Avanade determined that native tools would not be sufficient for this migration project and instead recommended Quest's software-as-a-service (SaaS) migration solution, On Demand Migration for Email.

“When the native migration tools cannot do the job, we turn to Quest for the best options. In this case, On Demand Migration for Email was the answer,” says Martin Lönneryd, senior analyst at Avanade. “We don't need to set up any servers on our side; we just use the web interface to configure the settings we need for a given set of migrations, which saves a lot of time.

Plus, we can scale the migration simply by adding more accounts to the migration account pool to allow multi-threading, and the performance is outstanding.”

Avanade's confidence in the Quest solution was supplemented by their years of experience with Quest solutions and support. “We had used On Demand Migration for Email in previous migrations with great success, so it was our clear first choice for SATS ELIXIA,” notes Lönneryd. “Vendor support is also a key feature when we select a solution, and the level of attention we get from Quest support is very good.”

SATS ELIXIA was impressed with the tool's flexibility. “As a customer, we didn't know at first whether we should do the migration in stages or all at once in a big bang,” explains Peter Sandström, IT operations manager for SATS ELIXIA. “On Demand Migration for Email can handle both scenarios. It also provides flexibility during the migration, such as enabling us to restart failed migration for single users.”

SATS ELIXIA also appreciated the value that Avanade brought to the project. “Having a partner you can work with and trust is really important, especially in such a critical project,” Sandström says. “Avanade proved to be a great partner for us.”

PRODUCTS & SERVICES

SOFTWARE

On Demand Migration for Email

A QUICK AND SEAMLESS MIGRATION

Following best practices, Avanade began the migration process with a small pilot migration of 20 users. Once that completed smoothly, Avanade recommended a “big bang” migration of all users to Office 365 over one weekend, with the migration continuing to bring over additional older email within a week. Throughout the migration, users would be able to access all of their email seamlessly.

The plan was communicated to users, a date was chosen, and the migration proceeded exactly as expected. “All 1,000 users were migrated over the weekend,” reports Lönneryd. “On Monday, they were able to start using the new Office 365 environment as planned. They were able to access all of their email, and the migration process continued to run in the background, moving the rest of their email. It was seamless for the users.”

MINIMIZING BUSINESS DISRUPTION WHILE DELIVERING COST SAVINGS

For SATS ELIXIA, this lack of disruption for users was the most important benefit of On Demand Migration for Email. “Email is a core feature that has to work,” notes Lönneryd. “Without the tool, the migration might have had to run for several weeks, which would have been very confusing for the end users and complex for the administrators. With On Demand Migration for Email, the migration was completely smooth for the users, so they were able to stay productive.”

The tool also made the migration easier for the IT department, saving hours of effort and therefore reducing costs. “On Demand Migration for Email is a money saver in two ways: It ensures end-user

productivity and also saves IT many hours of work,” explains Sandström. “We were able to automate a lot of things in the migration tool, which saved us approximately 80 hours that we could use for other important projects in the merger.”

A SOLUTION THAT’S EASY TO USE

One key factor in the success of the migration was how easy to use the solution proved to be. “On Demand Migration for Email is a very easy tool to understand — you don’t need a deep technical understanding of migration software at all,” Lönneryd says. “For example, the setup process was very smooth because the tool has a very user-friendly interface that makes it easy to add the configurations and build up the migration master list.”

This ease of use became critical when the SATS ELIXIA team member responsible for the migration went on vacation. “It was easy for other team members to just follow the run book from Avanade and continue the work,” reports Sandström. “There were no delays in the migration at all.”

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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