

E-mail migration and upgrade

for a better alignment of UAEU messaging environment to its business goals ...



E-mail is evolving constantly and the need to keep up with the latest technologies is vital for any business. To meet the needs of a continually shifting University business landscape, today's messaging environment must be available, flexible, and cost-effective. E-mail is one of the most critical applications in the University's IT infrastructure and the University is increasingly relying on messaging tools for individual and institutional effectiveness. As a result, UITs faces constant challenges as it continually seeks to manage the conflicting demands of availability, agility, and cost.

As part of the UITs continuous efforts to bring an enhanced communication & collaboration technology to the University community, UITs had migrated & upgraded the University's email messaging solution

from Exchange 2007 to the latest version of Exchange 2010 platform. The new email solution will help the university to better align its messaging environment to its business goals. It will also assist in maintaining a cost-effective messaging environment by maximizing the utilization of computing power through conservative resource requirement sizing and taking advantage of other physical server consolidation opportunities.

The installation and configuration of the new enhanced email environment was completed in spring 2012. Then throughout the summer, UITs migrated all UAEU staff, faculty, and students mailboxes to the new email. To avoid any interruption for UAEU community, most of the work was conducted over weekends and late nights. This massive upgrade and migration processes was accom-

plished seamlessly and the University community routine work was not affected.

The Exchange 2010 robust set of features will help UITs to reduce management costs as well as eliminate many routine and repetitive tasks done by the IT Administrator. An added bonus is that it will allow IT administrators to concentrate on challenges of strategic importance to UITs and the University.

Lower IT costs with a flexible and reliable messaging platform, better risk management with protection and compliance capabilities, increased productivity through anywhere access to University communications, and enhanced communication security are some of the core benefits that Exchange 2010 brings to the University community.

Below are some of the benefits that the new email messaging will bring to the University community:

- Larger Mailboxes for students
- Fully Compatible with Multiple Browsers (IE, Firefox, Safari, Chrome, etc...)
- Web-enabled Calendar Sharing
- Reduced risk of malware and spam
- Self-service features for common tasks
- Enhanced Security and Reliability
- Greater mobility and flexible access
- Simplified high availability and disaster recovery
- SMS & eFax Integration

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