Two Large Health Organizations Merge to Create Sanford Health, with Quest Delivering a Seamless Active Directory Consolidation and GroupWise Migration to Exchange

Sanford Health is the largest, rural, not-for-profit healthcare system in the U.S. It includes 32 hospitals and 111 clinics in eight states, and is in the process of developing international clinics in Belize and Ireland. With more than 20,000 employees, including more than 900 physicians, Sanford Health is the largest employer in North and South Dakota. For help in migrating users to a common Microsoft Active Directory and Exchange 2010 environment after a merger, Sanford Health looked to solutions from Quest Software.

The Challenge

Sanford Health is the result of the merger in 2009 of two large, long-standing health systems. Like many mergers, this one required the integration of different IT systems: one source organization was using a Novell network cluster running GroupWise 7, while the other was using Microsoft Active Directory (AD) and Exchange. Sanford Health wanted to standardize on a Microsoft environment consisting of a new, common Active Directory domain and Exchange 2010.

The challenge was clear: six IT staff members needed to efficiently migrate nearly 35,000 user accounts from the two source organizations to the new AD environment, and all 22,000 email accounts from GroupWise to Exchange 2010. Unfortunately, meeting that challenge on time seemed unlikely. As Jim Erickson, IT systems engineer manager at Sanford Health, explained, "We brought in Microsoft consulting to assist us with the Active Directory and Exchange 2010 design for our new environment. The project manager from Microsoft said this type of migration project usually takes 12 to 18 months. We were given only approximately six months to complete the migration. So we needed to look for a tool that would help us accomplish that."

In addition to enabling the company to migrate from multiple platforms, on time and with limited IT staff, the solution also had to minimize disruption to the business. "We wanted the least amount of impact on our end users in converting their mail from GroupWise to Exchange, in converting PCs over, and in converting users' rights from one domain to another," said Erickson. "In short, we wanted to make sure that the migration was as seamless as possible for our end users."

The Quest Solution

Sanford Health evaluated several tools on the market, but found that most provided only some of what was needed. "We looked at a couple of different tools, but neither one of them really met our needs from a whole project standpoint. The tools would either help migrate from GroupWise to Exchange, or from one domain to another domain, but at first we couldn't find a suite of products that would meet our needs for the whole migration project," explained Erickson.

Then Sanford discovered Quest Software. "The Microsoft documentation, however, included several recommendations, and one of them was Quest Software. We found that only Quest delivered a complete package—a suite of tools that would enable migration from GroupWise to Exchange and to our new, single Active Directory domain."

For its migration from GroupWise to Exchange 2010, Sanford Health chose Quest GroupWise Migrator for Exchange. GroupWise Migrator quickly and accurately migrates email, calendars, tasks, personal address books, frequent contacts and archives—with ZeroIMPACT on end users.

"Although the Microsoft project manager said that a project like ours would take 12 to 18 months, we were able to complete our project in the six months we were given—from building it to final testing. In fact, the migration of workstations, user accounts and email took only three months. Now we have much better communication between the two separate organizations that are now one, and IT has only one mail system to manage."

— Jim Erickson
  IT Systems Engineer Manager
  Sanford Health

OVERVIEW

SANFORD ®
HEALTH

Headquarters

Fargo, North Dakota
and Sioux Falls, South Dakota

Services

Healthcare

Critical Needs

To migrate from GroupWise to Exchange 2010 and to consolidate two Active Directory domains into one

Solution

GroupWise Migrator *for Exchange* and Migration Manager *for Active Directory*

Results

• Enabled migration of 22,000 email accounts from GroupWise to Exchange 2010 on schedule and in less than half the time predicted by Microsoft

• Consolidated 35,000 user accounts from two Active Directory domains to a single new domain

• Delivered complete migration and consolidation with no costly downtime

"In all our research, we did not find any other utility that could take the information like tasks or calendar items out of GroupWise and put it into Exchange," said Erickson. GroupWise Migrator for Exchange provided the complete migration functionality we needed for moving from GroupWise to Exchange."

Sanford Health also chose Quest Migration Manager for Active Directory to consolidate two domains into one. Migration Manager for Active Directory can efficiently migrate and restructure your Active Directory, ensuring coexistence between migrated and unmigrated users. And Migration Manager for Active Directory simplifies migration processes, from pre-migration analysis through setup, object migration, resource updating and post-migration cleanup — minimizing the IT staff workload.

The Bottom Line

With the help of the Quest tools, Sanford Health was able to complete its migration and consolidation project on schedule. "Although the Microsoft project manager said that a project like ours would take 12 to 18 months, we were able to complete our project in the six months we were given—from building it to final testing," reported Erickson. "In fact, the migration of workstations, user accounts and email took only three months. Now we have much better communication between the two separate organizations that are now one, and IT has only one mail system to manage."

Steve Connell, service support manager for Sanford Health, partnered with Erickson to design and schedule the migration plan. "The manual process to migrate a few hundred machines and users is horrible," said Connell. "It clicked that we needed Quest to help us get this done in any kind of fashion. There was no way we could have done the migration without it."

And, as required, the project had minimal impact on Sanford Health's users. "We use the Quest tools to migrate a user's mailbox and their computer and their Active Directory account all at the same time," explained Erickson. "Therefore, any downtime would have had significant costs: end users might not have been able to utilize some of their applications, and they wouldn't have been able to get into their email. With an environment our size where email is used all the time, it would have been disastrous from a business perspective if we had had any problems during the migration. But the Quest tools worked flawlessly."

To ensure the success of the migration, Sanford Health enlisted the help of Quest Professional Services Organization. "Quest PSO really helped us set up the system so it would be ideal for what we needed to get accomplished," said Erickson. "They also explained the tools' settings and helped us with the processes that we needed to establish, including getting the synchronization up and running. And they helped create and improve our documentation so that each person who was going to run through the migrations had a step-by-step process to go by. Using Quest Professional Services made the project much easier; they were extremely helpful."

About Sanford Health

Sanford Health is an integrated health system comprised of two long-standing organizations that merged in 2009. Sanford is now the largest, rural, not-for-profit healthcare system in the nation, with a presence in 111 communities in eight states. It includes 32 hospitals, 111 clinic locations, and more than 900 physicians in 70 specialty areas of medicine. For more information, visit **www.sanfordhealth.org**.

About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for administration and automation, data protection, development and optimization, identity and access management, migration and consolidation, and performance monitoring, go to **www.quest.com**.

QUEST SOFTWARE®