G-Cloud Ultimate Migrator
Service Definition Document

1 Introduction

This is a service definition document for our G-Cloud Email Migration service. Below you will find information about how to use this document and what the document contains. It is important you read this introduction section to get the best experience from this document and ensure you find the information you need quickly and easily.

1.1 Document Sections

This document has the following sections:

Section 1 - Service Information contains essential information about our service, its functionality, security, and brief aspects of pricing.

Section 2 - G-Cloud Alignment Information detail show our service and company aligns with the G-Cloud buying process and provides typical information to help you understand how to buy, configure and consume our services, and how to leave our services should the need arise.

Section 3 - About Our Company and Our Services provides information specific to our company and how we can solve the problems faced by customers in the public sector.

Section 4 - Appendices provide supplementary service information that explain the functionality and benefits in greater or simpler detail. Also covered is how to search for and select the service on G-Cloud and how to differentiate services of this kind when comparing across suppliers.

1.2 How to Use This Document

This service definition document is an active document which means you can click on the links we provide to move around the document viewing only those specific sections you are interested in during the different phases of your G-Cloud buying process. There are also links to enable you to return to this section to speed up the reviewing process.

Table of Contents

2   Service Information

2.1   Section Introduction

In this section we describe our **Email and Data Migration** service and you will find information about our service functionality. We describe the functionality in a way that should be understood by people familiar with this kind of service. However, we have also provided links to more detailed guidance if you need assistance with the terminology and benefits that this service can provide, if you are not that familiar with services of this kind.

Return to Table of Contents
Return to Service Information

2.2   Email and Data Migration Overview and Assurance

Messaging data (otherwise known as emails) are everywhere and the quantity being stored is growing at a phenomenal rate. Legislation dictates that all historical messages must be stored for a defined time period and that content should be easy to extract. As a result, a growing number of companies including Mimecast, Symantec and Microsoft provide solutions that allow newly generated messaging data to be stored and searched; the process of storing copies of new messages is called journaling. However, finding and then moving historical data between these products is extremely difficult. Moreover, in a world where organisations are always looking to reduce costs, moving between these proprietary systems is also extremely troublesome and is as a result often prohibitive.

Furthermore, as technology advances, end user expectation also escalates. With the prolific use of smart phones for example, access to messaging data from anywhere at any time is now a standard expectation. Unfortunately, some message store technologies such as PST files or Enterprise Vault were developed before such technology was even thought of; publishing this data is difficult at best if not completely impossible.

Used globally by everyone from smaller to some of the largest organisations in the world, our flexible, easy to use, web based software moves data quickly and efficiently, directly from source to destination. With a focus on the management, reporting and movement of messaging and file based data between storage platforms, our distributed architecture means data can be transferred by the shortest route possible. This not only reduces system, LAN and WAN utilisation, but allows unavailability to be minimised if not eliminated entirely.

Established in 2009, the software has grown and now supports a diverse range of sources and destinations including Enterprise Vault (EV), PST, Office 365 (O365), Exchange (2003+), Mimecast, Zantaz EAS, Public Folders and more.

Return to Table of Contents
Return to Service Information

2.2.1   Service Functional Capabilities

Ultimate Migrator has been built to automate the complete process from start to finish, with retries at the message and archive level ensuring reliability. Should a critical error be encountered, where the source or destination becomes unavailable for example, then processing will resume from where it left off. Corrupt messages are logged and skipped, ensuring that everything that can be extracted will be. All of this dramatically reduces if not completely eliminates the need for manual intervention.

Other enterprise features such as AD integration roles based administration, end user notification and detailed reporting mean that the migration project can almost run itself.
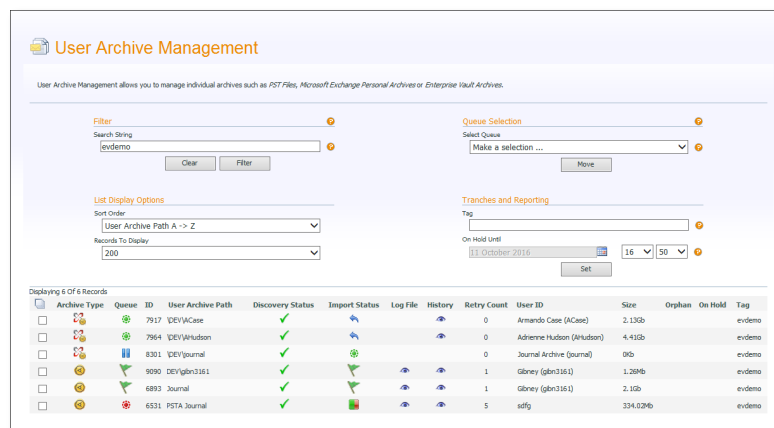
Screenshot of the User Archive Management page

2.2.1.1   Source to O365

The software is able to extract data from sources including Mimecast, Gmail, O365, Exchange (2003+), EV, Zantaz EAS, Public Folders and PST, then push it directly into the respective user's Exchange mailbox, Gmail mailbox or personal archive. There are no staging or temporary files and no two part processes – the data is transferred in one go directly from the source to the destination.

2.2.1.2   Shortcut rehydration

The mailbox is trawled and shortcuts identified. The original message is then extracted from the source archive including EV or Zantaz EAS and pushed into the mailbox, replacing the shortcut. This provides the best end-user experience as "deleted" messages do not reappear.

2.2.1.3   Source to O365 shared mailbox

Primarily used when historical data must be retained (individuals who no longer have an active mailbox). With this option, a subfolder identifying each individual is created in the target shared mailbox and the source data is transferred, maintaining the original folder structure. Sources include Mimecast, Gmail, O365, Exchange (2003+), EV, Zantaz EAS, Public Folders and PST. It is generally possible to store multiple sets of user data in a single shared mailbox.

2.2.1.4 Source to PST/MSG/EML

In some instances, historical data does not need to be readily accessible and can instead be burned onto DVD, for example. Extracting the data to disk will retain folder structure and can be configured to create a subfolder per source user, thus ensuring that the data remains segregated.

2.2.1.5 EV Journal extraction

Unstructured data contained in EV such as the journal can be extracted directly into a number of targets including O365 or file based storage.

2.2.1.6 Source to Mimecast / EV. Cloud / etc.

With the move to cloud based storage, a number of organisations are adding resilience to their messaging infrastructure with the use of cloud based archiving providers. With this option, the source data is sent directly to a number of providers that accept transfers by FTP, SFTP or FTPS. Sources include Mimecast, Gmail, O365, Exchange (2003+), EV, Zantaz EAS, Public Folders and PST.

2.2.1.7 Public Folder Analytics

With the implementation of storage limitations in O365, reducing the public folder estate has become necessary for large organisations. Launched in 2013, Ultimate Migrator trawls the public folder estate, collecting details such as count, size, item owners, folder permissions, modified dates and attachment file types. Using the ownership information and one or more rules, each folder is automatically assigned an owner. An automated email notification is then sent to the owner asking if the folder is theirs and whether it should be kept or deleted. If the response is to delete, the folder, the contents including sub-folders are moved into a PST, MSG or EML file for archiving and the folder permanently removed. All of this takes place with little or no administrative input.

If you require additional information, please follow this link to our detailed service functionality in Appendix 1.
Return to Table of Contents
Return to Service Information

2.2.2   Service Non-Functional Capabilities

2.2.2.1 Enterprise features

Enterprise level features which are included as part of the core product include:
- multi-domain support
- end-user opt-in
- active directory integration
- pilot users and computer
- multi-time zone support
- built in end user notification

These and more help to simplify discovery and migration projects irrespective of their size or complexity by allowing our software to fit around your infrastructure and management policies.

2.2.2.2   End to end automation

With a focus on full end-to-end automation, the need for manual intervention is greatly reducing if not eliminated entirely.

2.2.2.3   Centralised administration

Being a web-based application means that the console is available from anywhere on pretty much every device with a browser built in. As this allows migration to be monitored and managed from anywhere, issues can be dealt with quickly and easily, thus minimising project duration.

Return to Table of Contents
Return to Service Information

2.2.3   Information Assurance

Everyone, from small departments to large public sector divisions is moving their messaging data to Office 365 (O365). Microsoft provides a number of native tools to make the movement of data into the cloud quite straight forward. However, throw older archive technology such as Enterprise Vault (EV) into the mix and things become a little more complicated. For organisations in regulated environments, ensuring chain of custody makes migrating messaging data even more difficult.

Ultimate Migrator is a software product that makes this notoriously painful process simple. By sitting at a layer above the message, we do not come into direct contact with the data and can thus guarantee that the data is passed between the source and destination unaltered.

2.2.3.1   The technicalities

While the following example focuses on the data transfer between EV and O365, it is as relevant when moving between other platforms:

Our software communicates with the EV server through read only access to its database and via the EV Runtime API. When extracting a message, we instruct the EV Runtime API (1) to retrieve a specific message. This in turn requests the item from the EV server (A) and generates an MSG file (B).

We communicate with Exchange or Office 365 via extended MAPI and instruct the MAPI engine (2) to collect the file (C) and send it to its destination (D).
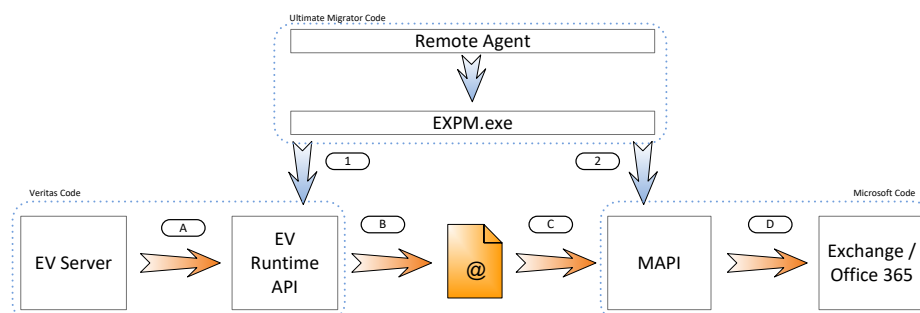

Diagram to show component interconnectivity when going between EV and O365

The original archiving process added a number of hidden attributes to the message that allowed it to be tracked while inside EV. These identifiers are retained when the message is copied to Exchange / Office 365, permitting continued tracking of the message post migration. Furthermore, all important pieces of information including the date originally sent, receive dates, senders, recipients, content and attachments remain unaltered, so ensuring auditable compliance.

Furthermore, Ultimate Migrator has been built to automate the complete process from start to finish removing the risk of data tampering. Issues during the extraction are logged at the "savesetid" level providing full auditability. All in all, this ensures that the migration process is straight forward, yet ticks the compliance boxes.

Return to Table of Contents
Return to Service Information

2.3   Security

Data security is paramount. Most large organisations are run by email, yet the data contained within them can be hard to search, manage and protect. A PST file stored on a laptop is extremely vulnerable, for example. Password protection does not prevent PST files from being read and the encryption algorithms employed are easy to crack due to the age of the technology. A data breach is almost guaranteed should the laptop be lost or stolen. Other older technologies for storing archived messaging data are better, but only marginally. The only real solution is to move historic data into newer message stores such as Office365 or Mimecast where modern encryption ensures the data is safe.

Security during the data's journey to its new destination must also considered and this at the heart of our software. We are trusted to move messaging data between archive solutions old and new, for heavily regulated industries around the globe, including Governments and banks. We do this quickly, reliability and above all, securely.

[See Appendix 4 for further guidance].
Return to Table of Contents
Return to Service Information

2.3.1   On-Premise Solution

Ultimate Migrator is a product that is installed into your infrastructure. There are no external or cloud based components meaning that by default no data ever leaves the boundaries of your network. Generally our software is installed into data centres that are already heavily protected by firewalls, thus adding an additional layer of security. Even if we wanted to, we would be unable to move data externally other than to its intended destination.
Return to Table of Contents
Return to Service Information

2.3.2   Shortest Route

Ultimate Migrator uses components which can be distributed to remote locations within your infrastructure. It is these remote agents that perform the heavy lifting by moving messages directly

from the source to the destination in a single action. The messages are only ever held in memory before being saved to the destination and are never stored in intermediary locations temporarily. This removes the risk that data can be accessed by unauthorised individuals.

2.3.3   Roles Based Central Administration

Our software provides a central administration console that allows for the scheduling and management of the complete migration. However, no messaging data is ever stored on the server or in its database. The console can also be set to require AD integrated authentication and provides optional roles based administration. These options further reduce the ability for unauthorised individuals to use the product maliciously.

2.4   Backup/Restore and Disaster Recovery Provision

Ultimate Migrator is a product that is installed on-premise. As a result, we have no ability to provide any data resilience services.

2.5   Technical Requirements

Ultimate Migrator is built to be scalable. The main console is a web based application that runs under IIS with a SQL Server backend. The primary role for this is to store settings, logs, and statistics, so allowing for the management of the migration process. No messaging data is passed through the console or database and as a result, the resource requirements for the main application are quite small. Where an installation has more than 10,000 archives under management, then adding memory or CPUs will increase application response times.

A windows service we call the Remote Agent (RA) is deployed around an organisation. It is the RA that does the heavy lifting and the more resources available to this component the better. The RA can be configured to run in multi-threaded mode, so aiding throughput. However, a number of sources and destinations impose throttling, so adding resources for the RA and increasing the thread count doesn't necessarily increase throughput. Be assured that the RA is optimised to process messages as quickly as they are made available, bypassing slow APIs where possible.

Smaller organisations will typically use a single machine that hosts all components, while larger organisations may choose to split out the roles across highly specified servers.

2.5.1   Console

- Windows Server 2003 or Windows 7 (Server 2008 R2 recommended)
- IIS 6.0 (7.5 recommended)
- Application server role (.NET framework 3.5)
- 2+ VCPUs or physical

- 16 GB RAM
- 10 GB Available Disk Space

2.5.2   SQL Database

- Windows Server 2003 or Windows 7 (Server 2008 R2 recommended)
- SQL Server 2008 Express (Standard or Enterprise Edition recommended)
- 2+ VCPUs or Physical
- 16 GB RAM
- 50 GB Available Disk Space

2.5.3   Remote Agent

- Windows Server 2003 or Windows 7 (Server 2008 R2 recommended)
- .NET framework 4.0 (not client profile)
- 2+ VCPUs or physical
- 16 GB RAM
- 10 Gb Available Disk Space (more for verbose logging)
- Outlook 2007 (2010 recommended)
- EV API Runtime, version to match the server version (when migrating from Enterprise Vault)
- Sufficient disk space if storing exported data

Return to Table of Contents
Return to Service Information

2.6   Browsers

The application is managed through a browser. Due to the nature of the infrastructure that our software extracts messages from, backward browser compatibility has been maintained and any browser that is more than 10 years old is suitable.
Return to Table of Contents
Return to Service Information

2.7   Service Pricing

In this section you will find an introduction to all the types of charges that you may incur in consuming our service. This will identify any setting up costs, operating costs, service closure costs and any optional charges from services that may accompany our service such as consultancy and training.

Please refer to our Pricing Document and SFIA rate card for full details. We would draw your attention to the following as examples of benefits of our service:
- One-day commissioning of environment is included in price
- Demo included FOC
- POC available subject to discussion with client as necessary to determine requirements. POC potentially FOC based on commitment to service and duration.

Return to Table of Contents
Return to Service Information

2.7.1   Software License

Our service is primarily purchased as a software license, with the fee based upon the volume of data to be migrated.

Return to Table of Contents
Return to Service Information

2.7.2   Training

Our license fees include one man days effort that is used to commission our software, help configure the environment into which it is installed, provide advice and training. This effort may be consumed over the period of the service. Any additional on-going support which is not included in the core offering of the service – such as for example consultancy, additional training, etc. can be provided at additional cost and we welcome discussion with potential clients, when reference to the SFIA rate card will be made.

Return to Table of Contents
Return to Service Information

2.7.3   Consultancy

Our license fees include one man days effort that is used to commission our software, help configure the environment into which it is installed, provide advice and training. This effort may be consumed over the period of the service. Any additional on-going support which is not included in the core offering of the service – such as for example consultancy, additional training, etc. can be provided at additional cost and we welcome discussion with potential clients, when reference to the SFIA rate card will be made.

Return to Table of Contents
Return to Service Information

2.7.4   Other Charges

The initial license fee includes 12 Months service and support. Should a project span multiple years, then license renewal is chargeable at 20% per annum of the original fee paid. This in turn includes 12 months service and support.

Return to Table of Contents
Return to Service Information

3 G-Cloud Alignment Information

3.1 On-Boarding and Off-Boarding Processes

3.1.1 On-Boarding

The on-boarding process is intentionally been kept simple:
1. Acknowledge engagement enquiry from customer
2. Set up demo (if required)
3. Determine if Proof of Concept is required (may be chargeable – we welcome discussion)
4. Determine requirements and confirm pricing
5. Commission service
6. Monitor and maintain

3.1.2 Off-Boarding

There are no explicit off-boarding requirements as the service will naturally expire when the provisioned license key expires. Renewal of the service is possible by renewing the licence key.

3.2 Service Management Details

3.2.1 User Authorization and Roles

- Roles are defined within the service application
- Authentication is provisioned through AD integration by assigning roles to entitlements
- Where AD is not available alternative mechanisms are employed to provision correct entitlements

3.3 Service Constraints

Very little is required to provision our service – however prior to engagement we would seek to confirm that the following are available:

a. Working environment
b. Facilities to provision service

3.4   Service Levels

Our service operates in the context of existing environments and so is constrained by the performance of that environment; this is outside of our control. In all other instances where support is required we make available telephone and other electronic communication methods and endeavour to respond to incidents in both a timely manner and within 24 hours.

Return to Table of Contents
Return to G-Cloud Alignment Information

3.5   Training

Product training is provided as part of the on-boarding process, with ongoing email support throughout the life of the service.

Return to Table of Contents
Return to G-Cloud Alignment Information

3.6   Termination Terms

The service will naturally expire when the provisioned license key expires.

Return to Table of Contents
Return to G-Cloud Alignment Information

3.7   Customer Responsibilities

We advise that the licence key to enable our service is established and aligned to the T's & C's and performance of invoice payments. Renewal of licence keys to maintain the service is contingent on timely payment of agreed invoices as will be set out in the Call-off contract.

Return to Table of Contents
Return to G-Cloud Alignment Information

3.8   Details of any Trial Service Available

We do not offer trial software per se. In some cases we may be willing to offer POC, subject to discussion with client as necessary to determine requirements. POC potentially FOC based on commitment to service and duration.

Return to Table of Contents
Return to G-Cloud Alignment Information

4 About Our Company and Our Services

In this section you will find details about our company and what we do.

4.1 About Us [Company]

While the core framework dates back to 2006, PST migration functionality was first added in the summer of 2009 and then launched early in 2010. The software has therefore been used in the wild for a good number of years, by organisations with 200 users to some of the biggest in the world. As a result, it has evolved into a stable, scalable, enterprise ready IT solution that simply works! Since the early days, key features have continued to be added based upon customer feedback and we now offer data discovery, reporting, migration and rehydration functionality.

Our software is written by **Microsoft Certified Solution Developers (MCSD)** who have years of system administration experience and are also **Microsoft Certified System Engineers (MCSE)**. The result of decades of engineering and development experience is useable software that actually gets the job done quickly and efficiently. Unfortunately this is not always the case and all too often software is written by system engineers who have no real understanding of development concepts or patterns and have only ever dabbled with development tools. The resultant application is great when everything goes right, but common issues such as network latency, permissions or timeouts mean things do not work as intended. Simply put, errors are not handled properly and data can become disjointed when something goes wrong. On the other hand, engineering solutions written by pure developers often do not have the ability to get the job done in its entirety. They may look pretty, but the lack of real world system administration experience means there is a lot to be desired and the resultant task may end up with manual workarounds and processes. Because of the combined engineering and development skills, we do things differently.

As a software house, we provide reliable, feature rich applications to organisations of all sizes, primarily via our international network of partners. This means we can remain adaptable to changing requirements and allows our partners to concentrate on building relationships within their local markets. As a result, you get the best of both worlds: great software, locally!

Return to Table of Contents
Return to About Our Company and Our Services

4.2 Why Choose Us?

4.2.1 Extensive track record

Launched in 2010, our software has been used by the U.S. and Australian governments, hospitals, banks and global organisations with more than 90,000 mailboxes and hundreds of Terabytes of messaging data. Yet we are equally at home deployed in environments with as little as 200 users running a single instance of our software and simply recalling Enterprise Vault shortcuts directly in Office 365.

4.2.2 Unrivalled service

All of our engineers have experienced the other side of the fence and know first-hand how hard it can be to manage infrastructural change. As a result, we pride ourselves in our ability to react quickly to your needs, be it answering support questions or adding feature requests to help overcome issues or make life easier.

"The service has been one of the best from any vendor"

Dimitri Dizna, Dell / U.S. Federal Government

Return to Table of Contents
Return to About Our Company and Our Services

4.3 Why Choose Our Service?

4.3.1 Reliable

Source data is never completely error free – PSTs usually contain one or more corrupt messages for example – our software has been built with enterprise grade error handling from the outset. Unlike many other tools, including those provided natively, we report on errors, skip corruptions and carry on. If we encounter a critical error, then we break off, automatically retry some time later and carry on from where we left off.

"It does a perfect job!"

Guy Stewart, Intalock Technologies, Australia

4.3.2 Enterprise grade

With enterprise features included as part of the core product including multi-domain support, end-user opt-in, active directory integration, pilot users and computers, multi-time zone support, built in end user notifications, roles-based access and lots more, discovery and migration projects can be simplified no matter the size and complexity.

4.3.3 Value for money

Because our software pretty much runs itself, the need for vast external teams to assist with your project is significantly reduced. Should you ask us to fully manage your project, then we can do so with minimal consultancy days. However, you may simply choose to license the product and run the project internally.

4.3.4 Minimal administrative tasks

Our centralised administration console simplifies the management of the migration project. From user-definable rules that automatically assign owners to data, to our queue based system that automates retries and then helps focus effort should attention be required.

4.3.5 Full end-to-end automation

Many products on the market require a great deal of manual intervention, from having to select each user in turn, to ploughing through verbose logging to see the results. Our software is different; it has been built from the ground up to allow full automation, directly from source to destination. Not only does this help to minimise project timelines, it also significantly reduces the risk of unintentional errors being made.

4.3.6 Easy to use

The software pretty much runs itself! On the rare occasion that a critical error occurs, all required information is readily available, allowing decisions to be made quickly and effectively.