



G-Cloud Ultimate Migrator Service Definition Document

Ultimate Migrator - email archive migration software (customer-hosted)

Introduction

This Service Definition describes Ultimate Migrator, our customer-hosted email archive migration software for moving historic email and messaging data from platforms such as Enterprise Vault, Mimecast, Smarsh, Zix, Bloomberg, Cryoserver / Solar Archive, Proofpoint and PST files into Microsoft 365 (formerly Office 365) and other target destinations. It explains key features, security, deployment, support options and how buyers can procure the service through G-Cloud. Typical sources include:

- Microsoft Exchange (mailboxes, archives and public folders),
- Enterprise Vault (including shortcuts),
- Quest Archive Manager (QAM),
- EMC Source One, HP (Autonomy, Zantas)
- EAS, Barracuda (including Barracuda Cloud),
- Spam Experts,
- Lotus Notes / Domino,
- GFI Archiver, Sonian, Global Relay,
- Message Solutions,
- EV.Cloud,
- Google,
- Box.com,
- Grotabyte and
- NetMail.

Typical destinations include Microsoft 365 (including mailboxes, public folders, SharePoint, Teams and Groups), PST outputs, document storage systems, FTPS-supported systems, and archive platforms including Mimecast, EV.Cloud, Cryoserver Solar Archive, Libraesva, Proofpoint, Hornetsecurity and Cloudficient.

Table of Contents

Ultimate Migrator - email archive migration software (customer-hosted)	2
Introduction	2
Service Information	5
Service Summary	5
Who the service is for	6
What the service does	6
Supported sources and destinations	6
Source systems	6
Destination platforms	7
Core features and functionality	8
Direct source-to-destination migration	8
Automated retries and resilient processing	8
Error handling and auditability	8
Central management and reporting	8
Directory integration and role-based access	8
Shortcut rehydration	8
Shared mailbox migration patterns	9
File-based exports	9
Journal extraction	9
Public folder analytics and reduction	9
Information assurance and data integrity	9
Security approach	9
Customer-hosted deployment	9
Shortest route data transfer	9
Role-based administration and controlled access	9
Backup, restore and disaster recovery	10
Technical requirements	10
Overview	10
Typical component requirements	10
Browsers	11
Service pricing summary	11
Onboarding	11
Offboarding	11
Service management and support	11
Service constraints	11
Customer responsibilities	12

Trial and proof of concept

12

Service Information

Service Summary

Ultimate Migrator is software for migrating and rehydrating messaging data (email, archives and related file-based exports) between legacy and modern platforms. It supports end-to-end automation, detailed reporting and resilient retry logic to reduce manual effort and minimise risk during large-scale migrations.

Typical use cases include:

- Moving historical email from archive platforms into Microsoft 365 or Exchange mailboxes
- Migrating legacy content (for example, PST estates and public folders) into target mailboxes or file-based exports
- Rehydrating shortcuts (for example, Enterprise Vault shortcuts) to restore a complete user mailbox experience
- Consolidating or switching archive providers to reduce cost and improve compliance and accessibility

Key capabilities

- Email archive migration and consolidation (large-scale volumes)
- Customer-hosted deployment (server farm, private cloud or IaaS)
- Direct source-to-destination migration with automated retries
- Enterprise Vault migrations, including shortcut rehydration
- PST and public folder migration and file-based exports (PST/MSG/EML)
- Central console for scheduling, monitoring and reporting
- Granular exception reporting and audit-friendly logs
- Optional implementation support, training and consultancy

Who the service is for

This service is designed for organisations with:

- large volumes of historic email data
- multiple source systems or estates accumulated over time
- governance and compliance requirements (audit trails, chain of custody, defensible processes)
- time-critical migrations where automation and reliability matter

Ultimate Migrator is used in environments ranging from a few hundred users to large enterprises with tens of thousands of mailboxes and very large archive volumes.

What the service does

Ultimate Migrator manages the migration process from source to destination, including scheduling, reporting, exception handling and automated retries. It is designed to move data directly, without creating unnecessary staging processes.

Key outcomes:

- predictable migration progress through automated workflows and retries
- reduced operational load through central management and role-based access
- clear evidence and reporting to support assurance and audit needs
- flexible deployment models that fit within a customer's infrastructure

Supported sources and destinations

Ultimate Migrator supports a wide range of source systems and destinations. Exact compatibility and configuration depend on your environment and the connectors in scope and will be confirmed during onboarding.

Source systems

Source files and exports:

- .PST files
- MSG and EML (including file system sources, zip files and encrypted messages)
- Journals

On-premise archives, appliances and server-based systems:

- Microsoft Exchange (mailboxes, archives and public folders)
- Public folders (Exchange and Enterprise Vault)
- Shortcuts (including archive shortcut rehydration)
- Enterprise Vault
- Quest Archive Manager (QAM)
- EMC Source One
- HP (Autonomy, Zantas) EAS

- Barracuda
- Spam Experts
- Lotus Notes / Domino
- Grotabyte
- NetMail
- GFI Archiver

Cloud archives and cloud content sources:

- Microsoft 365 / Office 365
- Mimecast
- Sonian
- Global Relay
- Message Solutions
- Cryoserver / Solar Archive
- Barracuda Cloud
- Google
- Box.com
- EV.Cloud
- Proofpoint
- Smarsh
- Zix
- Bloomberg

Other connectors can be developed within weeks, subject to technical feasibility and access to the relevant vendor APIs and test data.

Destination platforms

- Microsoft 365 / Office 365 (mailboxes, public folders, SharePoint, Teams and Groups)
- .PST file system outputs
- Document storage systems
- FTPS-supported systems
- Mimecast
- EV.Cloud
- Cryoserver Solar Archive
- Libraesva
- Proofpoint
- Hornetsecurity
- Cloudficient

Core features and functionality

Direct source-to-destination migration

Ultimate Migrator transfers data directly from the source system to the target system in a single logical process. There are no required two-stage migrations.

Automated retries and resilient processing

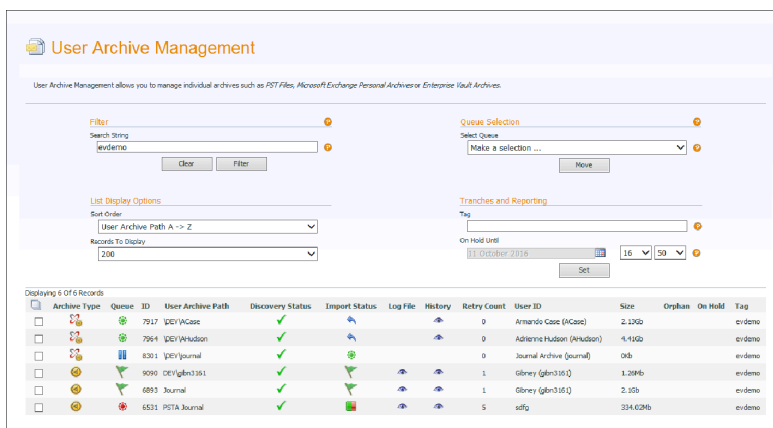
The software is designed to handle real-world conditions such as network latency, throttling, and intermittent source or target availability. If a critical error occurs (for example, the source or destination is temporarily unavailable), processing can pause and resume from where it left off.

Error handling and auditability

Corrupt or problematic messages are logged and skipped so that everything that can be extracted will be extracted. Errors are reported at a granular level to support investigation and audit requirements.

Central management and reporting

A central console provides configuration, scheduling and monitoring across the migration scope. Detailed reporting supports operational oversight, progress tracking and evidence capture.



The screenshot shows the 'User Archive Management' interface. It includes a search filter with the text 'endemo', a 'Queue Selection' dropdown, and 'List Display Options' for sorting and records per page. Below these is a table with columns: Archive Type, Queue, ID, User Archive Path, Discovery Status, Import Status, Log File, History, Retry Count, User ID, Size, Orphan, On Hold, and Tag. The table displays 6 records of various archive types like PST, Journal, and PSTA.

Archive Type	Queue	ID	User Archive Path	Discovery Status	Import Status	Log File	History	Retry Count	User ID	Size	Orphan	On Hold	Tag
PST	DEV (PCase)	7917	DEV (PCase)	✓	✓			0	Armando Case (PCase)	2.125G			evidemo
PST	DEV (PCase)	7964	DEV (PCase)	✓	✓			0	Adrianne Hudson (PCase)	4.110G			evidemo
Journal	DEV (Journal)	8301	DEV (Journal)	✓	✓			0	Journal Archive (Journal)	0KB			evidemo
Journal	DEV (Glen3361)	9099	DEV (Glen3361)	✓	✓			1	Gleney (Glen3361)	1.204G			evidemo
Journal	DEV (Glen3361)	6883	DEV (Glen3361)	✓	✓			1	Gleney (Glen3361)	2.105G			evidemo
PSTA	DEV (PSTA)	6531	DEV (PSTA)	✓	✓			5	cdp	334.028G			evidemo

Screenshot of the User Archive Management page

Directory integration and role-based access

Where required, authentication can be integrated with Active Directory. Role-based access controls can be applied to limit who can configure, schedule or manage migrations.

Shortcut rehydration

Where environments contain mailbox shortcuts (for example, Enterprise Vault shortcuts), Ultimate Migrator can identify them, retrieve the original message, and restore the mailbox experience without causing deleted messages to reappear unexpectedly.

Shared mailbox migration patterns

Where historic data must be retained for inactive users, Ultimate Migrator can migrate into a shared mailbox and retain user separation by creating a subfolder per user while maintaining original folder structures.

File-based exports

Where data does not need to remain in an online mailbox, Ultimate Migrator can export to PST, MSG or EML while preserving folder hierarchy and keeping user data segregated.

Journal extraction

Where required, unstructured data such as archives or journals can be extracted into destinations including Microsoft 365 or file-based storage.

Public folder analytics and reduction

For organisations reducing public folder estates, Ultimate Migrator can analyse the public folder structure and metadata (for example, size, ownership, permissions, modified dates), automate ownership assignment using rules, notify owners, and support defensible retention or deletion workflows. Where deletion is approved, data can be exported to file-based formats before folders are removed.

Information assurance and data integrity

Many migration scenarios involve regulated data and defensible processes. Ultimate Migrator is designed to support information assurance through controlled, auditable transfer processes; retention of key metadata (for example, sent and received dates, recipients, content and attachments); and detailed logging to demonstrate what was migrated, what was skipped, and why.

By operating above the message content, the service is designed to pass data between source and destination without altering the message body or core metadata.

Security approach

Customer-hosted deployment

Ultimate Migrator is typically installed within a customer's infrastructure (for example, a data centre, private cloud or server farm). There are no external components required by default and data only moves to its intended destination systems.

Shortest route data transfer

Distributed components (remote agents) can be deployed within the customer environment so that data moves as directly as possible from source to destination. Messages are not written to intermediary staging locations as part of the standard migration process.

Role-based administration and controlled access

The management console supports controlled access and can be configured for directory-based authentication and role-based administration. The console and database store configuration, logs and statistics, not message content.

Backup, restore and disaster recovery

Ultimate Migrator is installed into and runs within the customer's environment. Resilience and disaster recovery are therefore provided through the customer's own infrastructure, policies and platform controls.

Technical requirements

Overview

A typical deployment includes:

- a web-based management console hosted on Microsoft Internet Information Services (IIS)
- a Microsoft SQL Server database (for settings, logs and statistics)
- one or more remote agents deployed near source and or destination systems to perform migration processing

Console and database resource requirements are generally modest because message data does not pass through them. Remote agent capacity is the main driver of throughput and is influenced by source and target throttling and access constraints.

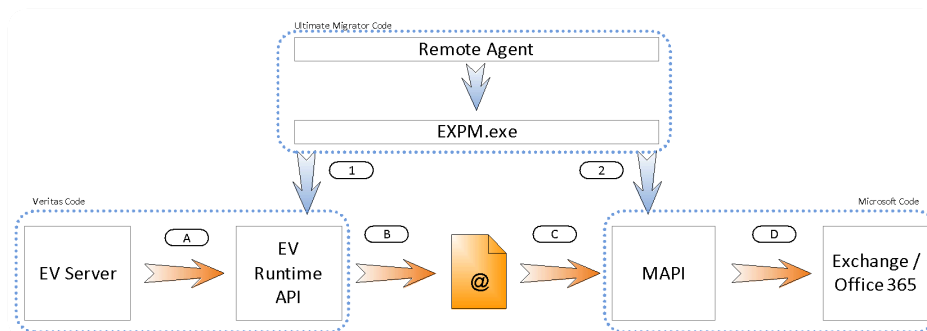


Diagram to show component interconnectivity when migrating between EV and Microsoft 365

Typical component requirements

Console: Windows Server environment with IIS; required .NET runtime; typically 2+ vCPU, 16 GB RAM, around 10 GB disk space as a starting point.

Microsoft SQL database: Microsoft SQL Server (Express, Standard or Enterprise depending on scale); typically 2+ vCPU, 16 GB RAM, around 50 GB disk space as a starting point.

Remote agent: Windows Server environment; required .NET runtime; typically 2+ vCPU, 16 GB RAM, and disk space for logging (plus more if exporting data). Additional dependencies may apply depending

on sources (for example, Outlook or Messaging Application Programming Interface (MAPI) components, vendor runtime APIs).

Final sizing and dependencies will be confirmed during onboarding based on volumes, concurrency, migration windows and platform constraints.

Browsers

The management console is accessed through a web browser. Compatibility is confirmed during onboarding and aligned to the customer's IT standards.

Service pricing summary

Ultimate Migrator is primarily purchased as a software licence, typically priced based on the volume of data in scope. Optional services can be provided to support delivery, including commissioning and configuration support, training, and consultancy or delivery assistance (for example, migration planning, reporting and governance support). Refer to the associated pricing document and rate card for full details.

Onboarding

A typical onboarding approach includes:

1. Acknowledge enquiry and confirm objectives, scope and timelines
2. Run a demonstration (if required)
3. Confirm whether a proof of concept is required
4. Agree requirements and pricing
5. Commission the service and install and configure the environment
6. Support initial migrations and transition to steady-state operation

Offboarding

The service naturally concludes when the licence term ends. Renewal is available by renewing the licence key. Where customers require exported data sets (for example, PST, MSG or EML), these can be produced as part of the migration plan.

Service management and support

- User roles are defined within the application.
- Authentication and entitlement can be integrated with Active Directory where available; alternative access mechanisms can be agreed where directory integration is not possible.
- Support is provided via telephone and electronic channels with an aim to respond to incidents in a timely manner and typically within 24 hours (subject to contract).

Service constraints

Provisioning requires a working customer environment to host the software components, access to source and destination platforms as agreed, and appropriate permissions and network routes to perform migrations.

Customer responsibilities

Customers are responsible for providing the hosting environment for the console, database and agents; ensuring appropriate access, permissions and network connectivity to sources and destinations; agreeing migration scope, mapping rules and retention decisions (where applicable); and timely payment of invoices in line with the call-off contract to maintain licence validity.

Trial and proof of concept

A formal trial is not provided by default. Proof of concept engagements may be available by agreement, based on objectives, scope and commitment.