Global Manufacturer of Commercial Transportation Industry Reduces Costs and Improves Business Efficiencies with Exchange Online

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| Overview  **Customer Profile**  From its start in 1913, the global manufacturer’s focus is on the business needs of the commercial vehicle industry. Coupled with its pursuit of technological leadership, the company is the world leader in design and manufacture of high quality truck, tractor and trailer suspensions, liftable suspensions, steel leaf springs, bumpers and stamped components for the heavy-duty transportation market. Today, it is a supplier to heavy-duty truck and trailer OEMs across the globe – always working to produce the most technologically advanced products for its market.  Business Situation  The company is looking to both reduce operational costs and improve business efficiencies across its core businesses. Its messaging platform is a key area where It felt it could realize significant improvements – in terms of administrative support and anywhere access.  Solution  The global manufacturer and supplier worked with PointBridge to migrate its existing Lotus Notes messaging environment to Microsoft Exchange Online.  Benefits   * Reduction in operational expenditures – a savings of 40% per seat per month * ROI realization within 6 months |  |  | “A savings of 40% per seat per month by moving from Lotus Notes to Microsoft Exchange Online is indisputable evidence of the benefits of BPOS. Coupled with operational efficiencies, this leading manufacturer and supplier for the commercial trucking industry is positioned for further future success with an enhanced messaging platform.”  Todd Golden, Co-Founder – Director of Alliances, PointBridge  As a leading, global manufacturer and supplier to the commercial transportation industry, the company prides itself on its technical innovation when it comes to product development for the heavy-truck and trailer industry – and understands that its technical infrastructure should be no different. The current economy also played a factor into the organization’s move to Microsoft’s Business Productivity Online Suite with Microsoft Exchange Online.  The manufacturer worked with PointBridge to move its approximate 1,300 existing Lotus Notes users to Exchange Online – providing both operational expenditure savings and business efficiencies. PointBridge was able to work with the company to complete the migration in a single weekend.  Full functionality will be available for its mail, calendar, address books and archives still remaining in Lotus Notes after the move to the cloud. Microsoft Exchange Online will give the organization greater flexibility in terms of its communication needs while decreasing costs. |

Situation

The manufacturer and supplier was originally a Lotus Notes user for its messaging needs. In looking for areas to both save money and improve operational efficiencies the company felt it was time to reevaluate its messaging platform.

Solution Implementation

The company turned to PointBridge to migrate from its existing Lotus Notes environment to Microsoft Exchange Online.

For a smooth migration and to better understand the business needs of the organization for its communication platform PointBridge followed the project framework based on the Microsoft Solutions Framework. This includes Envision/Plan, Build, Stabilize and Deploy.

During the envision and planning stages PointBridge and the manufacturer reviewed the existing Notes environment – particularly for data that needed to be preserved, such as calendaring events and distribution lists.

This phase also included the initial conversations with Quest Software, an enterprise systems management vendor, that works with organizations to provide enhanced migration tools for Microsoft Exchange.

The build phase consisted of ensuring the environment was ready for migration from Notes to Exchange Online and testing of the migration.

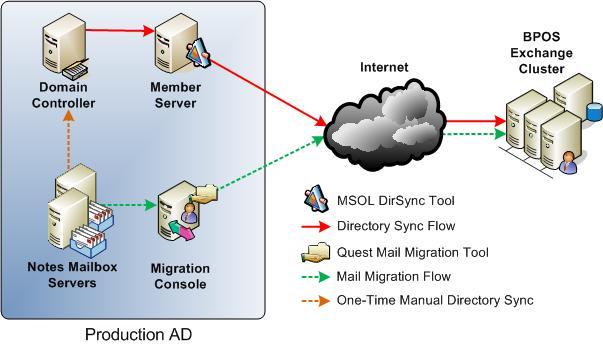
PointBridge assisted closely during the stabilization section of the project through updating migration documents based on issues that arose and creating additional Active Directory scripts as needed for the migration.

The deployment phase was the most involved and required close interaction between the PointBridge and client teams. The majority of the deployment phase occurred over a single weekend and was the key piece to completing the transition from the Notes to the Exchange Online environment.

The deploy phase included the complete addition of all Active Directory attributes (contacts, mail, distribution lists), execution of directory synchronization, the final migration and testing of said migration. Testing also included support for the company’s Blackberry users.

Key Features

* Global, highly distributed workforce across the U.S., Canada and Mexico able to centralize and streamline management with Exchange Online
* Migration of 1,300 users completed in a single weekend
* Used Quest Notes Migration tool to do a one-hop migration straight from Lotus Notes to Exchange Online
* Microsoft Active Directory synch agent co-exists for standard BPOS implementation – easing mail activation in the cloud
* Exchange Online platform supports Blackberry needs



Benefits

Return on Invest (ROI) under six months: by moving to the Exchange Online environment Hendrickson realized savings of over 40% per seat per month and saw the ROI within 6 months.

PointBridge allowed the company to move its 1,300 users from the Notes environment to Microsoft Exchange online in a single weekend.

The Exchange Online environment allows the global manufacturer to save on administrative expenses due to the removal of hardware needs and other on premise associated costs. However, it also streamlines and centralizes the administration needs for its messaging platform, freeing up admin resources for other strategic IT projects.

Introducing the Business Productivity Online Suite

Microsoft Online Services provides software delivered as a hosted service directly from Microsoft data centers, managed by Microsoft staff and with a guaranteed 99.9 percent Service Level Agreement. These standardized solutions are designed so that partners can rapidly deploy services to their customers at a low, up-front investment with predictable, recurring costs.

The all-new Business Productivity Online Suite provides streamlined communications, simplified management, and business-class reliability and security. The customer can order this service for as little as five seats at a time.

The Business Productivity Online Suite includes the following services, which can be purchased on a monthly subscription basis either separately or as part of a suite:

**Microsoft Exchange Online**, based on Microsoft Exchange Server 2007, offers businesses e-mail, calendaring, other messaging-based capabilities, and archiving. It also enables coexistence, which means new online users can interact with users on local servers.

**Microsoft Office SharePoint® Online**, based on Microsoft Office SharePoint Server 2007, provides a single integrated location where employees can efficiently collaborate with team members, find organizational resources, search, and manage content and workflow.

**Microsoft Office Communications Online** enables people to communicate easily with their colleagues across locations and time zones via instant messaging (text), voice, and video.

**Microsoft Office Live Meeting** is a hosted Web conferencing service that connects people in online meetings, training, and events through a reliable, enterprise-class hosted service.

**Microsoft Exchange Hosted Filtering** protects businesses’ inbound and outbound e-mail from spam, viruses, phishing scams, and e-mail policy violations.

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**About the Microsoft Business Productivity Online Suite**

For More Information

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For more information about Microsoft Online Services, visit the Web site at:

[www.microsoft.com/online](http://www.microsoft.com/online)

For more information about PointBridge products and services, visit the Web site at: [www.pointbridge.com](http://www.pointbridge.com)

The Microsoft Business Productivity Online Suite provides businesses with virtually anywhere access to rich communication, collaboration, and productivity applications via subscription-based, Microsoft-hosted, online services. This hosted solution helps organizations offset the burden of managing and maintaining business systems, freeing information technology (IT) resources to focus on initiatives that can deliver competitive advantage to the business. The solution is part of the Microsoft’s Software-plus-Services delivery model to provide customers more choices than traditional, hosted, or on-premises solutions, allowing them to make deployment decisions that best fit the needs of their organization.

For more information about the partner opportunities provided by the Business Productivity Online Suite, see <http://partner.microsoft.com/online>.

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