CASE STUDY

UltimateMigrator
Manage Migrate Rehydrate

Magic Circle Law Firm

The Customer

Coined in the 1990s, the Magic Circle describes the five most prestigious multinational law firms headquartered in London. Specialising primarily in corporate law, this group of firms all have offices around the globe and this company is no exception.

The Requirement

Data management and security is key and even more so when you are one of the top law firms in the world. As a result, several years ago they chose Enterprise Vault (EV) as their email archiving solution. Having undertaken an unsuccessful EV upgrade several years ago using software supplied by one of our competitors, they were a little stuck for a number of reasons:

- Shortcuts in their infrastructure pointed at the old EV installation.
- Their document management system contained shortcuts.
- The upgrade failure prevented the data destruction process from removing the source messages from EV. As a result, access to archived data held in EV had to be restricted.

An automated solution that allowed EV shortcuts to be rehydrated and the original message deleted from EV, irrespective of the source was needed urgently.

The Solution

The initial focus for the customer was their document management system which contained shortcuts in both raw MSG format and buried inside PST files. Having made some code customisations, we ran our discovery process in order to ascertain the extent of the issue. This identified the location, size and number of shortcuts of both those pointing at the current EV instance and those pointing at the old EV servers.

The discovery process also identified an issue with their existing data destruction procedure, which moved email items to PSTs saved in their document management system. A number of these PST files were found to be corrupt and could not be opened. The initial scope of the project was therefore extended and the data destruction process altered to remove PSTs from the equation.

At the conclusion of the project, all messages residing in their document management system were rehydrated where necessary, moved to a secure portion of EV and the original instance of the messages residing in EV were deleted. They were therefore able to restore access to EV for their large user base.

Ultimate Migrator is fully automated migration software that allows the rehydration of EV shortcuts stored in a number of destinations including the filesystem, Microsoft Exchange mailboxes and public folders. Not only were we able to sort out the mess caused by our competitor's software, we fixed some other issues along the way and by adding some customisations, the data destruction process went from being manual to being fully automated.