

Varian Medical Systems Inc.

HIGHLIGHTS

- Enterprise Vault to Mimecast migration
- Subset of users extracted from journal
- Customised functionality to accommodate project specific requirement
- Emails filtered by sender and receiver

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Steve Schaub:

"I was initially looking for a product to help us extract email messages from Mailbox Archives from Enterprise Vault. I looked at various products to help with this but ultimately it came down to finding a product with high reviews and deemed reliable – and of course cost. This was an important project but available funds for this were limited. I reached out on the website and received a response from Stefan Gibney who introduced me to the product and answered any questions I had around Ultimate Migrator and its capabilities. I shared with Stefan that I had a limited budget for this product and if he could help make the numbers work, we'd commit to purchasing UM – and Stefan made it work!

We started small, exporting a few mailbox archives to see how things would go. The email data in these archives were 7+ years old (or more) and there was concerns how the application would behave with items that might be corrupted or otherwise not retrievable. Stefan offered his direct support to me throughout the entire process and any issues that came up, he was quick to respond and schedule a call to work through and correct them. His customer service efforts were definitely well above and beyond what I expected, making the product and the support we received from Stefan an AMAZING value for the money. I was beyond impressed with his responsiveness, knowledge and ability to get answers quickly on matters he may have not been so certain about.

Eventually though our needs changed and we halted the mailbox archive exports. I found that as part of our journaled email migration from EV to another vendor, there was certain emails in the journal we still needed to carve out that were not migrated. This involved needing to carve out messages from a specific set of about 400 users within a certain date range and ignore everything else. At the time, UM didn't entirely have this capability. However, after talking with Stefan, he agreed it is a useful functionality and took it back to engineering. Within just a couple of months, they released a version update that allowed for this capability. Once again, I was surprised at support provided to us, the turnaround time on this and the commitment to help us with these efforts, being such a small customer. Of course, this being something new to the product there was some trial-and-error, but Stefan and I managed to work through it over a few working sessions and after a few small hotfixes/patches, we had exactly what we needed.

Overall, I would consider UM a great product and even more so by the amazing support we were provided working with Stefan. I feel we received A LOT of value for the money spent and the one-on-one support and commitment to helping us transition when we went from one objective to suddenly another was amazing! Stefan could have very easily said to me, "sorry but our product cannot do what you're looking to do" once our needs changed, but instead went above and beyond to understand our needs and help drive that forward for us. And for that I am thankful for the product and his efforts along with the UM engineering team. I would definitely use this product again if I had another use case for it and would definitely recommend it to others as well."