

Microsoft Exchange Server 2003

Upgrading to Exchange Server 2003

A guide for business decision makers

Abstract

The Microsoft® Exchange® Server 2003 product provides significant enhancements over Microsoft's previous email and collaboration software. This document provides an overview of real business benefits of upgrading your organisation's mission critical mail infrastructure to Exchange Server 2003. Working with an experienced Microsoft Certified Gold Partner for Enterprise Systems your organisation will benefit from resources such as in-depth direct technical support from Microsoft, access to exclusive resources and early product information, evaluation of new products and technologies as well as planning tools and priority access to a support team of Microsoft Certified Systems Engineers.

"Eurodata Systems' work has been superb, combining a professional approach, appropriate technical knowledge and attention to detail. Without the detailed work of the consulting team, QEF would not have been in a position to successfully start the migration when they did, or to have the level of confidence in the upgrade and migration plan that they now have".

- Ingrid Jack, Principal Consultant Microsoft Consulting Services.

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1. Document Management

1.1. Document Control

This document is controlled and maintained according to the document standards and procedures detailed in the Process Document – '[Eurodata Document Management Process](#)'.

2. Contact Details

Eurodata is number one for Microsoft solutions and is one of the few companies to obtain the prestigious level of Microsoft Gold Certified Partner.

You benefit directly from our 9-year relationship with Microsoft through in-depth access to exclusive resources and early product information. To keep you up to date with current and new Microsoft technologies, we hold regular customer briefings and we use the sophisticated Eurodata Systems test lab to evaluate Microsoft Beta software.

For further information on our Microsoft Solutions portfolio please go to www.eurodatasystems.com or call 020 7619 1500.

3. Introduction

Many organisations are evaluating the benefits of migrating to Microsoft® Exchange® Server 2003 from an Exchange Server 5.5, Exchange 2000 Server, or other messaging platforms. As part of the evaluation, they are reviewing how the new features and capabilities of Exchange Server 2003 translate to reduced total cost of ownership (TCO) and a greater return on investment from their messaging infrastructure.

Microsoft Exchange Server 2003 is the most feature-rich, most reliable and the most secure mail product offering from Microsoft to date. Exchange Server 2003 offers tremendous benefits over its predecessor in the areas of disaster recovery, performance, security, mobility, collaboration, serviceability and management. Eurodata Systems clients are already benefiting from assisted migrations to Exchange Server 2003 and are seeing quantifiable return on their investments.

Selecting the right technology partner to support your Exchange Server 2003 upgrade is an important pre-requisite for a successful migration. Eurodata Systems Plc offers a wealth of experience in mail server migration and a proven project methodology to assist clients throughout the process.

Eurodata's in-depth knowledge of Exchange Server 2003 stems from its expertise with the product's predecessors - Exchange 2000 and 5.5; Eurodata have coupled this expertise with an early exposure to the new technology in order to successfully complete migrations to Exchange Server 2003 for key clients.

Working closely with Microsoft, prior to the official release of Exchange Server 2003, Eurodata gained an invaluable insight into the foundations of the new software. As a Microsoft Gold Certified Partner for Enterprise Systems, Eurodata also participated in a number of Windows Server 2003 and Microsoft Exchange Server 2003 early adopter projects.

This document presents some of the business benefits of Exchange Server 2003 and the value of selecting Eurodata for complete end-to-end migration support. An accompanying paper presents an overview of the key technical features of the new system.

4. Mission-Critical Role of E-Mail

Successful companies communicate quickly and efficiently. Most recognise that e-mail is a mission-critical communication channel, and that they must ensure it is available in order to work effectively and productively. A Gartner Technology Adoption and Value Survey¹ (November 2002) asked the question, "Which technologies deployed in the last three years have given you the best payback?" Email messaging was the leading answer followed by intranet and enterprise portals, virtual private networks (VPN), and business intelligence. Many companies who have enjoyed productivity benefits with e-mail usage by traditional knowledge or *Information Workers*² are now seeking similar benefits by introducing e-mail to occasional workers who have previously not used e-mail for formal communication.

¹ Gartner Group "E-Mail/PIM Is Still No. 1" Ken Dulaney, William Clark 20 Nov 2002
<http://www3.gartner.com/lnit>

² The term *Information Worker* describes any person in the enterprise who actively participates in information flow or business processes.

A recent survey by the market research firm META Group³, found that of 387 businesspeople surveyed, 80 percent believed e-mail was more important than the telephone in communicating with co-workers, customers, or partners. The top three reasons cited by respondents who preferred e-mail as opposed to the telephone were:

- E-mail facilitates communication with multiple parties.
- E-mail enables more rapid communication.
- E-mail generates a written record of the interaction.

Just as surprising for META analysts were findings that 74 percent of the respondents believed being without e-mail would present a greater hardship than losing telephone service.

Email has clearly become an indispensable business tool. Furthermore, in today's competitive business environment, Information Workers require even greater productivity tools and network performance in order to help their organisations succeed. Exchange Server 2003 increases Information Worker productivity while reducing organisations total cost of ownership (TCO) in areas such as server and site consolidation. In addition, Exchange Server 2003 provides many new features and enhancements to improve reliability, manageability, and security.

The following sections of this document will detail specific benefits to your organisation that Exchange Server 2003 will offer.

5. Introducing Exchange Server 2003

Exchange Server 2003 builds on the strengths of Exchange Server 2000 and delivers a superior and cost-effective messaging environment to support business collaboration.

Business needs are changing. Organisations are demanding flexible and scalable IT products to support twenty-first century imperatives that call for reduced administration and lower operating costs. At the same time organisations are looking for richer product features, increased availability and innovative approaches to functionality.

Exchange Server 2003 is a versatile, integrated product that is easy to deploy and easy to manage without compromising security. This is particularly critical in an era when organisational networks have been significantly extended through a combination of Intranets, Extranets and Internet sites. Microsoft has substantially reviewed the Exchange Server 2003 product to identify possible fail points and provide a new range of security features and improvements.

A fast, secure communications platform that delivers consolidated, available, simple communications into a global marketplace where advanced connectivity is key to a successful business. The new features of Exchange Server 2003 extend the versatility, manageability and dependability of messaging infrastructures.

With more effective access to key resources, employees, partners, manufacturers and clients can all benefit from enriched collaboration and more fruitful interaction and increased productivity. Furthermore, the inclusion of multiple essential services eliminates the expense and compatibility problems commonly associated with using third party software and increases reliability.

³ <http://www.metagroup.com/letter/eMailvsPhone.html>

6. Designed to Benefit

Exchange Server 2003 turns collaborative messaging into a competitive advantage for an organisation and maximises the benefits for every pound spent on the messaging infrastructure. The benefits that Exchange Server 2003 offers are described below under the following categories:

- Productivity benefits for Information Workers
- Productivity benefits for IT Administrators
- Infrastructure Cost Savings
- Management Enhancements

7. Productivity Benefits for Information Workers

Exchange Server 2003, Windows Server 2003, and Outlook 2003 combine to offer an infrastructure that increases productivity for Information Workers. By making communication tools available to workers when and where they need it the most, they can work more productively, respond to customers more quickly, and continue workflow processes from almost anywhere, without having to wait to connect back at the office.

The availability of wireless technologies helps make it possible to establish connections to Exchange from almost anywhere. The first group of workers that can use many of these new capabilities include the mobile and remote workers, where productivity benefits can be measured in terms of additional revenue opportunities in customer-facing functions such as sales. Other users, such as travelling executives and remote workers, can now synchronise their Outlook 2003 clients over slower dial-up lines and wireless networks. As a result, your staff will be more productive with their Exchange information almost anywhere.

7.1. Productivity Benefits with Outlook 2003 and Exchange Server 2003

Users have a wide choice of options for Exchange server access. Whether it is Outlook, Outlook Web Access, Outlook Mobile Access, or synchronised data to Pocket Outlook on a Windows Powered Mobile Device, users enjoy similar interfaces and similar experiences. Actions such as accepting meeting requests, sorting folders, managing e-mails and searching the Global Address List are all very similar.

Users are more productive by enabling faster working, and with reduction in the need for training and support your administration time will soon diminish.

Communicate when and where you need to - Users can now increase their productivity by *using Outlook 2003 over dial-up links and slow, latent, inconsistent network channels*. These new enhancements enable the use of Outlook 2003 on the road, and shield users from poor network speeds and connections. Being able to work productively and to communicate when and where your organisation requires it helps workers to save time and costs and to find new revenue opportunities.

Save time and reduce communication costs by using Outlook 2003 from the Internet without a Virtual Private Network (VPN) - Most Information Workers who use Outlook to access Exchange from the Internet must first establish a VPN connection to secure the channel for access. Now, Outlook 2003 running on Windows® XP can *connect to Exchange Server 2003 running on Windows Server 2003 over the Internet without the need for a VPN*. Outlook 2003 users can now connect to Exchange easily and more securely over the Internet.

Outlook now provides for wireless laptop scenarios - Because wireless network coverage can be inconsistent, *users with Outlook 2003 using this new feature do not have to bother with manually re-establishing a connection each time their network connection drops*; they continue working with Outlook 2003 and Exchange. Outlook 2003 automatically re-establishes the connection when the network becomes available again.

Greater productivity with your mailbox - Outlook 2003 also helps workers who have overloaded mailboxes. Multiple *colour-coded flagging* enables users to better prioritise their e-mails; *new search folders* save time searching for filed e-mails; and new *anti-spam features* can eliminate junk e-mails that normally take additional time to sort. Efficiently working through a large amount of e-mail that contains less spam and prioritising their e-mails leads to greater productivity and effectiveness for Information Workers.

7.2. **Productivity Benefits with Outlook Web Access (OWA) & Exchange Server 2003**

OWA allows users to extend the messaging capabilities of Exchange Server through the Internet to the World Wide Web. By using a Web browser, users can now connect to their Exchange Server 2003 mailbox and enjoy very similar functionality to that provided by the Outlook 2003 client.

By leveraging the benefits that Exchange Server 2003 OWA offers, organisations can now confidently extend the workplace, gaining the competitive edge by creating more productive users.

Pervasive access using Outlook Web Access - OWA was first introduced in Exchange 5.5 and then improved upon in Exchange 2000. Remote OWA connection scenarios might include checking e-mail, calendar, and contacts from airport and trade show kiosks, Internet cafés, a computer at home, or at a customer's location. In many cases, travelling users may reconsider the need to carry their laptops on short business trips or customer visits when they only need e-mail access.

With Exchange Server 2003, *rich features and a new user interface make the OWA user experience very similar to the full desktop Outlook client*. Microsoft has greatly improved OWA functionality in direct response to customer demands for new features. OWA in Exchange Server 2003 now provides the following functionality:

- New Outlook 2003 'look-and-feel' including right-click functionality to access context menus.
- Support for Tasks, Search Folders, and the ability to digitally sign and encrypt e-mail and support for message signatures.
- A spelling checker.
- Support for Rules (processes incoming e-mails).
- Support for 'block/accept' sender lists, and an auto time-out logoff.
- Enhanced performance when operating over slow network connections.
- Improved keyboard shortcuts and the ability to mark emails as unread.
- New mail notifications now appear on the navigation pane.
- User can create new Contacts.
- Ability to pick names from address book and to find names within mail message window.

- Public folders now display in their own browser window.
- Attendee reminder option for meeting request and the ability to forward meeting requests.
- New calendar view to launch the calendar in its own window.
- Attachment blocking.

Outlook Web Access is less expensive to support and deploy - OWA is also attractive for IT departments because *less training and support is required for deployments*; clients just require a web browser in order to start taking advantage of OWA which can result in real savings in terms of the number of Outlook client licenses required. With OWA, Exchange Server 2003 cost savings can therefore be achieved almost instantly.

7.3. **Productivity Benefits with Mobile Device Support**

Imagine using an extra 15 to 30 minutes per day catching up with your e-mail or looking for the next meeting in your calendar, all while you're out of the office. *Exchange Server 2003 enables direct wireless synchronisation of e-mail, calendar, and contacts with Pocket Outlook in Pocket PC, Pocket PC Phone Edition and Windows Powered Smartphones. Mobile functionality comes "built-in" with Exchange Server 2003, and no separate licensing is required for mobile access.*

Staying up-to-date with e-mail, calendar, and contacts while on the move has never been easier. With an integrated Phone in the Pocket PC Phone Edition and Smartphones, you can also directly phone a contact by simply tapping on the stored phone number in your contact lists. Pocket PCs also come with Pocket Word and Pocket Excel, allowing users to review attachments sent by e-mail.

8. **Productivity Benefits for IT Administrators**

Exchange administration is part of the cost of operating Exchange. According to the META Group study cited previously, up to 20% of TCO for Exchange 2000 is related to Exchange operations. Exchange Server 2003 drives down this element of TCO by helping IT staff to be more productive in managing Exchange. Exchange Server 2003 helps IT staff to *do more with less*.

Faster, more productive backup and restores – *Administrators can now take an instantaneous "snapshot" of your entire company mail database and back it up without ever having to disrupt mail users; staff continue working at full speed while an administrator backs up their data for safekeeping. Exchange Server 2003 with Windows Server 2003 supports this scenario. Reducing business disruption will translate to increased productivity and competitive advantage.*

Save time recovering a single mailbox or e-mail - ever have an employee leave only to find you need access to their mail? Exchange Server 2003 now enables administrators to *recover individual mailboxes quickly and easily*, allowing them to allocate their time to other tasks.

9. **Infrastructure Cost Savings**

Reducing messaging infrastructure costs translates to direct savings. Areas of cost savings include hardware, software licenses, hardware maintenance, administrative tasks, spares, physical space, and electricity. Another cost is associated with downtime,

which typically translates into lost productivity for Information Workers and administrators. Infrastructure cost savings that your organisation could see include:

Reduce hardware, software, and administration costs - *Exchange Server 2003 deployments require fewer servers than Exchange 5.5.* Exchange 2003 can accommodate more users per server than Exchange 5.5. Exchange 5.5 customers typically have about 1,000 to 2,000 users per server, depending upon factors such as user profiles, messages per day, and mailbox size limits. In Exchange 2003, due to its enhanced performance and multiple database design, up to 20 databases per server are supported, helping increase capacity to 3,500 to 5,000 or more users per server, again dependent upon the same factors listed earlier. Costs savings with server reduction include:

Costs savings with server reduction include:

- Reduced labour costs for the base hardware and operating system.
- Reduced annual maintenance contract on the hardware.
- Credit for hardware depreciation.
- Less time and money associated with implementation of Exchange-specific patches and service packs.
- Fewer backup servers and spares, physical space, electricity, and insurance.

Increase mailbox sizes and capacity for e-mail - with the flexibility of multiple databases, IT departments can consider *providing larger mailboxes*. Typical examples include expanding mailboxes that are 50 MB in size in Exchange 5.5 to 100 MB in size in Exchange Server 2003.

Reduce costs associated with remote offices - there may be an opportunity for *remote or branch office Exchange mailbox servers to be consolidated* to central or regional Exchange sites. This would reduce the overhead costs associated with administering and supporting the software and hardware at these remote servers.

10. Management Enhancements

Security administration is part of the cost of operating Exchange. Here are a few of the major features that help make Exchange security technologies easier to deploy and manage:

Anti Virus Support - *Exchange Server 2003 has improved anti-virus support* that helps catch and take care of viruses sent by means of e-mail on the perimeter of the network before they reach the end users. This translates to both less administrator time spent cleaning viruses and higher availability.

Anti-spam capabilities - *Exchange Server 2003 and Outlook 2003 reduce the amount of spam reaching end users.*

Secure Connection - The highest true degree of *encryption for user credentials* is supported between Outlook 2003 and Windows Server 2003 and Exchange Server 2003.

Digital Signatures - The ability to *digitally sign and encrypt e-mail* is now available in Outlook Web Access.

Forms-based authentication (timed log-off) - If a user forgets to log off from an Outlook Web Access session on a public computer, Outlook Web Access will automatically log off, remove private data and close the session after a specified amount of inactivity.

11. Conclusion

Exchange Server 2003 is a dependable messaging and collaboration infrastructure that is built on a solid base that began with Exchange 2000. Exchange Server 2003 is designed to help save money and create new opportunities for your organisation. By providing your workforce with the latest tools to communicate and collaborate whenever and wherever they need to, your organisation is in the best possible position become, more productive, profitable and gain the competitive advantage.

12. About Eurodata Systems Plc

Eurodata Systems develops and implements comprehensive IT strategies and integrated business solutions to help enterprises make a successful transition to new technology.

Eurodata has become one of the few truly end-to-end service providers. Established in 1990, the company is now a mature business with more than 100 highly-skilled technical professionals offering solutions across the complete IT spectrum from network audit to full network security.

The company's end-to-end capability allows clients to pick and choose from an unrivalled range of skill sets and expertise. A single point of contact saves you time, effort and money, eliminating the problems of dealing with multiple service providers, warranties and agreements.

12.1. Proven Project Methodology

Successful change means identifying the processes that will transform organisational performance, gain the commitment of people, and develop the right technology solution. Our "People, Process and Technology" approach ensures an effective environment for change.

Eurodata Systems delivers business benefit to clients through its close working partnership with Microsoft, an in-depth knowledge of the Exchange Server 2003 technology and a refined migration methodology developed over many years. This tried and tested methodology ensures a smooth and seamless upgrade minimising any business disruption, from concept through to solution delivery and support. Eurodata will manage your migration through four phases:

- **Analysis**
- **Design**
- **Implementation**
- **Review**

Eurodata's comprehensive planning process will establish a sound definition of the work to be performed and generate a solid understanding of the commitments to be undertaken.

As always the focus is on the business enablers of the technology, rather than a technical functionality. Migration projects are always driven by commercial needs.

By offering a high level of continuity throughout the project – the same personnel involved from the beginning of the tender process will remain throughout the entire project – Eurodata can ensure that your commercial goals are realised.

The team's methodology includes proven risk minimisation techniques incorporated into the management of each of the complex elements that make up a project. These include:

- **Maintenance of an effective customer relationship**

- **Leadership of a productive and motivated project delivery team**
- **Focusing on quality management and quality assurance**

Eurodata draws on more than 12 years' experience of delivering IT solutions to ensure each migration project is completed smoothly and successfully. The company's Consultancy and Engineering teams comprise of IT professionals with multi-faceted skills as well as industry and professional accreditations that span numerous disciplines. Knowledge transfer is an essential part of the migration project – by ensuring clients have the appropriate post installation knowledge, skill set and system management capability.

Eurodata's complete end-to-end migration expertise includes:

- **Flexible, scalable and manageable solutions**
- **A tried and tested migration methodology**
- **A focus on delivering business benefits, not just technological functionality**
- **Tailored support contracts to meet clients' precise needs**
- **Automated and escalated helpdesk facility**
- **Microsoft Gold Certified Partner for Enterprise Systems with access to Microsoft resources and early product information**

Eurodata's commitment to its clients does not end when implementation is complete. The importance of continuous support is underlined with a comprehensive portfolio of end-to-end services designed to give you flexible support whenever you need it.

12.2. Partnerships and Accreditations

Eurodata have built strategic relationships with all the leading IT vendors and have achieved some of the industry's toughest accreditations, so you can be confident of receiving qualified, independent technical advice.

Some of Eurodata's key partnerships and accreditations include:

- **Microsoft Gold Certified Partner for Enterprise Systems**
- **HP Enterprise Partner**
- **Cisco Elect and Premier Partner**
- **Whale Communications Master Partner**
- **Check Point Consulting Partner**
- **CHECK Accredited**
- **ISO 9001 compliant**

13. Related Links

13.1. Case Studies

[Neopost Ltd – Windows Server 2003 Case Study](#) at
<http://www.eurodatasystems.com/CaseStudies/Neopost>

13.2. *Further Information*

Working with our clients, we have found more and more the need for precise and relevant information that is easy to digest whether you are a non technical business decision maker or an IT Director who doesn't have the time to wade through mountains of technical and business links on new Microsoft technologies.

For these reason we have developed a number of precise information guides, please visit the following link and take a look at the most relevant one for you.

[Microsoft 2003 Technologies Business and Technical Papers](#) at

<http://www.eurodatasystems.com/MSConsultancy/Infodocs.asp>