

This document provides a few examples of the benefits identified and quantified in the “Lotus Notes to Microsoft Exchange 2010 Migration” business case template from Glomark-Governan. The actual Lotus Notes to Microsoft Exchange 2010 Migration template includes a total of 23 quantified benefits.

The templates will save considerable time to anyone building a business case, and will increase the objectivity of the assessment because the benefits and data have been validated by Glomark-Governan –an independent value-expert firm.

Benefit: Storage drives cost avoidance

Type of Profit Impact: Cost Avoidance

Solution: Microsoft Exchange 2010

Feature Value Creation: A benefit of implementing Microsoft Exchange 2010 is the ability to provide larger mailbox sizes without the need to purchase expensive storage hardware and without implementing onerous mailbox size rules.

For a series of companies interviewed by Glomark-Governan, a major IT goal for senior executives is to be able to accommodate increasing mailbox sizes due to increasing email volume and increasing size of messages and attachments without straining bandwidth and taking up too much server disk space.

Achieving this goal would be vastly more expensive using Lotus Notes. Instead of this expensive storage solution, interviewees claimed a "10 to 12 time's reduction" in the cost of storage by replacing SANs with direct-attached storage using inexpensive SATA disks. Microsoft Exchange 2010's ability to use cheaper drives that offer more space allowed these organizations to suddenly meet these demands escalating demand for larger mailboxes at a much lower cost.

Measurable Assumption: Number of FC/SCSI drives

Means of Quantification*: Forecasted reduction in number of FC/SCSI drives * Number of GB FC/SCSI drives needed per year * Cost of a 150 GB FC/SCSI drive

** Note: the Templates provided by Glomark-Governan include benchmarks, forecasted Improvement values, and industry average costs for the assumptions used in a benefit formula (means of quantification).*

Benefit: Reduce cost of high availability and disaster recovery

Type of Profit Impact: Fixed Cost Reduction

Solution: Third-party Disaster Recovery Costs

Feature Value Creation: A new feature of Microsoft Exchange 2010 combines continuous replication technology, first introduced in Microsoft Exchange 2007, with on-site data replication

Lotus Notes to Microsoft Exchange 2010 Migration Business Case Template

and off-site data replication into a single framework called a "Database Availability Group" or DAG. Exchange Server Database Availability Groups handle clustering internally, allowing administrators to add replicated database copies incrementally by adding an additional server and configuring the backup. Exchange 2010 switches between these copies automatically as needed to maintain availability without the need for a client-side solution. This has two benefits: 1) The archiving and availability solution is included in the Enterprise CAL, thus lowering costs of additional software; and 2) the availability is automatically extended to any client email device, including Outlook, Outlook Web App, and mobile devices.

This high-availability architecture provides simplified recovery from a variety of failures (disk-level, server-level, and data-center-level), and can be deployed on a variety of storage types. According to Forrester, customers appreciated this and noted that it allowed them to bring back in-house a previously outsourced disaster recovery solution while tightening recovery time to a few minutes.

Some customers reported paying heavy annual fees to third-party firms for ensuring disaster recovery: "We have been able to move from a single copy cluster in one location to a multisite replication model giving us site-level resilience rather than server-level resilience. By using this configuration, we have been able to remove the need for using an external disaster recovery vendor solution, thus saving us thousands of pounds each year."

Because of Microsoft Exchange 2010's significant advances in disaster recovery, these customers felt more confident in solely relying on Microsoft Exchange 2010 and discontinuing disaster recovery service provided by a third-party vendor. Forrester estimates that one customer would be able to save an average of \$25,000 in annual third-party disaster recovery costs because of this benefit.

Measurable Assumption: Third-party disaster recovery costs

Means of Quantification: Forecasted Reduction in Third-party Disaster Recovery Costs *
Annual third-party disaster recovery costs

** Note: the Templates provided by Glomark-Governan include benchmarks, forecasted Improvement values, and industry average costs for the assumptions used in a benefit formula (means of quantification).*

Benefit: Avoid voicemail cost

Type of Profit Impact: Fixed Cost Reduction

Solution: Microsoft Exchange 2010

Feature Value Creation: For mobile workers, the unified messaging features built into Microsoft Exchange 2010 enable net decrease in reliance on a corporate voicemail system. While the unified messaging feature is available in Exchange 2007, the addition of audio voicemail preview with Outlook 2007 enhances the functionality. At companies where a large percentage of the corporate workforce is mobile, the organizations had plans to decommissioned PBX voicemail systems

Lotus Notes to Microsoft Exchange 2010 Migration Business Case Template

Measurable Assumption: PBX voicemail systems

Means of Quantification: F.I. Number of PBX voicemail systems * # PBX voicemail systems * Annual maintenance fees for PBX voicemail

** Note: the Templates provided by Glomark-Governan include benchmarks, forecasted Improvement values, and industry average costs for the assumptions used in a benefit formula (means of quantification).*

Benefit: Reduce server middleware cost for push email

Type of Profit Impact: Fixed Cost Reduction

Solution: Microsoft Exchange 2010

Feature Value Creation: Microsoft Exchange 2010 allows organizations to extend email messaging, calendars, and contacts to a broad set of smartphone users, including Windows Mobile devices, BlackBerry devices and any other ActiveSync-connected devices such as those by Apple. According to Forrester, customers are able to support a greater number of smartphones with Exchange ActiveSync, resulting in the need for fewer third-party mobile middleware packages.

Measurable Assumption: Server middleware software for push email

Means of Quantification: (F.I. Number of server middleware software for push email * # server middleware software packages for push email * Annual average middleware software maintenance cost) + (# server middleware client access licenses * Annual cost per client access license)

** Note: the Templates provided by Glomark-Governan include benchmarks, forecasted Improvement values, and industry average costs for the assumptions used in a benefit formula (means of quantification).*

Benefit: Reduce IT compliance and legal eDiscovery cost

Type of Profit Impact: Fixed Cost Reduction

Solution: Microsoft Exchange 2010

Feature Value Creation: Microsoft Exchange 2010 allows for the delegation of tasks associated with compliance away from email administrator and more into the hands of those responsible and familiar with compliance, typically in the legal department.

Traditional email systems can require complex access control policies and can provide complicated tools to allow human resources of legal departments, who are often non-IT users who are unfamiliar with email administration and management tools and who do not typically have access to the admin tools on email servers, to quickly and easily search through multiple mailboxes, put mail on legal hold, or change retention policies. Customers experiencing this

Lotus Notes to Microsoft Exchange 2010 Migration Business Case Template

benefit reported that these compliance officers and HR representatives no longer have to follow complex processes and use complex tools because of Microsoft Exchange 2010, which empowers these individuals to produce results with a simpler Web-based administration tool without IT intervention.

Measurable Assumption: IT eDiscovery requests

Means of Quantification: F.I. Number of IT eDiscovery requests * # IT eDiscovery requests per year * # hours spent per eDiscovery request * # IT FTEs per eDiscovery request * Average IT hourly loaded salary

** Note: the Templates provided by Glomark-Governan include benchmarks, forecasted Improvement values, and industry average costs for the assumptions used in a benefit formula (means of quantification).*