

PST elimination and migration to Office 365 for entertainment corporation

A global entertainment company eliminated 575,000 PST files after migrating them to Office 365



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CUSTOMER PROFILE

Company	Anonymous
Industry	Media & Entertainment
Country	USA
Employees	Over 100,000

BUSINESS NEED

This entertainment giant was highly concerned with the security of the hundreds of thousands of PST files throughout their global organization. They decided to migrate the unsecured PST data into Microsoft Office 365 and then eliminate the files to reduce the risk of unauthorized access.

SOLUTION

Quadrotech PST Flight Deck by Quest located hundreds of thousands of PST files for the client, migrated over 500TB of data from these files into Office 365, and then deleted the files while minimizing the impact to the users and other resources on their network.

BENEFITS

- Achieved compliance and security objectives
- Successful phased migration of data
- Chain of custody maintained throughout

SOLUTIONS AT A GLANCE

[Quadrotech PST Flight Deck](#)

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Entertainment and media corporations have been acutely aware of the risks posed by the existence of offline data files since the high-profile Sony hack in 2014. In that incident, nearly 200 PST mailboxes (including those of an executive at Sony Pictures Canada and one of its IT audit supervisors) were stolen and published. One entertainment corporation was facing particular problems with this issue because of its sheer size, but Quadrotech, now part of Quest, was able to help.

THE CHALLENGE

Any enterprise that has historically used Microsoft Exchange and Outlook typically has many thousands of offline PSTs scattered throughout its infrastructure – on desktops, laptops, removable disks and shared network drives. These PSTs are accessed constantly by local users and may contain highly sensitive data of which the organization is unaware. The relative insecurity and easy portability of PSTs means their eradication has become a critical concern. For corporations that support Macintosh computers, a similar problem occurs with OLM files which are the Macintosh equivalent to PSTs.

One entertainment corporation was facing particular problems with this issue because of its sheer size. With over 80,000 licensed Exchange users worldwide and an estimated 250TB of unsecured offline PST data at large in its North American operations alone, it had a very complex and disparate corporate infrastructure. There were a number of devolved business units, while others had been absorbed into the organization through acquisition and were running separate IT systems.

The corporation took the decision to implement an accelerated PST elimination program as part of its Office 365 migration, and Quadrotech PST Flight Deck was selected because of its successful track record, clear workflow, ability to reconcile individual users, and integrated communications features. Because of the intricacy and specialist knowledge required for the project, the client opted to have it delivered as a Quadrotech managed migration.

THE PROJECT

The client's highest priority was to migrate and eradicate all the PSTs and OLMs in its North American operations. The second phase of the project would be to eradicate all files in their worldwide operations. All told, the client needed to migrate and eliminate 500TB of data in 575,000 PST files for over 100,000 users.

As with all offline migrations, there were many more PST files in circulation than there were official 'users'. This is because there are often multiple PSTs on multiple repositories belonging to a single owner, as well as orphaned PSTs abandoned when users leave the business. Some individual PST files can be excessively large, occupying several GB.

Mike Weaver, Technical Product Manager, explains: "One of the reasons PST Flight Deck was selected by this client was its integrated communications features. These enable operators and users to schedule and prioritize migration operations based on predetermined criteria.

"In any migration there are so many moving parts that you need to constantly monitor what's actually going on. Bandwidth management is vital, and we know exactly what performance we should expect to see from PST Flight Deck. If something goes awry, we're able to spot it and inform the client so they can take appropriate action."

PRODUCTS & SERVICES

SOFTWARE

Quadrotech PST Flight Deck

Throughout the North America migration program, the Quadrotech team noted regular performance degradations and worked with the client to resolve them. “There were two common problems,” says Weaver. “Firstly, we couldn’t see the state of the client’s own storage, which slowed to a halt whenever it reached capacity. We were able to alert the client, so the problem could be remediated.

“The second issue highlights the importance of clear communication within the client. When you’re capturing and processing hundreds of thousands of small files, everything grinds to a halt if your antivirus is scanning everything. Antivirus needs to be temporarily disabled locally for the best performance. The trouble was that halfway through migrating some sites, the antivirus would get switched back on by someone who hadn’t been informed about the program. Tracking that person down and getting antivirus disabled again meant that progress was interrupted more than we’d have liked.”

CONCLUSION

“Organizations considering similar migrations simply need to ensure they provision appropriate resources and project management at the outset,” notes Weaver. “Our managed migration service removes this headache. We know how our

product can and should perform, and this meant we were able to pinpoint likely problems within the client’s infrastructure so they could be addressed as quickly as possible.

A migration of this type and on this scale is so much more than a technical project. We’d encourage anyone embarking on it to consider the impact on all parts of the organization and to inform and manage the expectations of anyone who will come into contact with it.

The client’s objective of removing unnecessary risk from the business was achieved with the final elimination of residual PST files after migration. We provided comprehensive reporting and chain of custody information, so they can address any future legal and compliance questions, and vital information is now centrally accessible, managed and secure within Office 365.”

ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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Technical Product Manager