



ONE POINT
CONSULTING LTD

THE Carphone Warehouse

...for a better mobile life

CPW Zimbra

Proof of Concept – Case Study

September 2008

Table of Contents

1.	Business Overview	3
2.	How was One Point Consulting involved?	3
3.	The Technology Challenges	3
4.	The Business Challenges.....	3
5.	The Business Benefits.....	3
6.	Client Feedback.....	4
7.	Further Information	4

1. **Business Overview**

Carphone Warehouse (CPW) wished to reduce its operating costs, not least through the introduction of one corporate-wide e-mail platform, there being at least six (6) in use at the time of this work, yet recognizing that a significant proportion of the organization was already using MS Exchange and relying upon it for business-critical processes other than straightforward e-mail communication.

One Point was contracted to carry out an extensive PoC (Proof of Concept) using Zimbra as a potential replacement for MS Exchange.

2. **How was One Point Consulting involved?**

One Point provided the majority of personnel necessary to undertake the project; the Project Manager, one Architect, two Systems Engineers, and two Testers; CPW provided appropriate technical personnel in support, not least personnel from the MS Exchange team. The One Point Project Manager managed all aspects of the project, including those internal to One Point as well as those internal to CPW. The required deliverables were not just restricted to those typical of a Proof-of-Concept, but to include all deliverables required for formal implementation, not least because the eventual requirement was to build on a production, rather than test, platform, ready for immediate full implementation given the decision to do so. Furthermore, once the decision was taken to integrate directly with the operational MS Exchange environment, the Proof-of-Concept highlighted underlying issues with the existing production environment which could significantly hamper a migration to Zimbra, as well as issues that were compromising the existing MS Exchange environment. All such issues required evaluation and solutions identified and tested, all led by the One Point team.

3. **The Technology Challenges**

1. Integration of the Zimbra environment onto the CPW Production Network
2. Synchronisation between Zimbra and MS Exchange Public Folders
3. Sizing the Migration from Existing Mail Systems
4. Migration of MS Exchange KVS Archive
5. Compatibility between CPW Production Windows Environment and Zimbra
6. Performance Testing on Virtualised Environment (VE)

4. **The Business Challenges**

1. Reliance on internal personnel who's future was threatened by a successful outcome
2. Delivery within unprecedented timescales to internal best practices and procedures
3. Demonstration of compatibility with Devices including Blackberry and iPhone
4. Establishing Support Level Agreement's

5. **The Business Benefits**

One Point, supported by relevant CPW personnel, not only delivered a robust mail system that demonstrated that it was capable of supporting 'business as usual' immediately, resolved a number of migration problems as well as underlying problems posing a threat to business-as-usual activity. Although plans were drawn up for corporate-wide implementation (to include migration from existing MS Exchange and Unix environments), the announcement of the merger with BestBuy, has delayed a decision to commence implementation.

6. Client Feedback

As the Enterprise Architecture Director David Byrne was responsible for sponsoring the ZCS proof-of-concept at Carphone. “I was impressed by the professional attitude of the One Point team and by their ability to progress this work in spite of the fact that it had to be accommodated in the course of the day-to-day business of Carphone IT. The depth of their technical knowledge meant that potential problems were largely avoided or when they could not have been anticipated, were solved quickly and without impact to either the project timescales or business-as-usual activities.”

7. Further Information

For further information about this case study please feel free to contact:

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