

S U C C E S S S T O R Y

CLIENT: *Brother International Corporation*

A leading international electronics company



C H A L L E N G E

Brother is a leading provider of printers and fax machines, P-touch Labelers, Multi-Function Centers, sewing machines and related technologies. Brother USA was running Exchange 5.5, and recent problems with the old email system emphasized the need for upgrading to current, supported technologies. At Microsoft's recommendation, Brother engaged QTS to help with the upgrade project.

S O L U T I O N

QTS worked with Brother to implement Microsoft Exchange Server 2003 for the New Jersey and Tennessee locations, and assisted with integration into the global Brother Active Directory infrastructure. QTS started the project with a site survey and review of the existing environment, which revealed a series of complexities in integrating the various Windows NT and Active Directory Domains into one, unified global architecture. QTS worked with the Brother IT team to develop a plan that accounted for the nuances of the environment, concurrently transferring knowledge on Exchange best practices. By working with the Brother IT groups in New Jersey, Tennessee and Japan, QTS was able to account for potential migration problems and prevent them, while also allowing the IT staff to take responsibility

for parts of the project that did not require QTS' efforts. Working in New Jersey, and traveling to Tennessee, QTS assisted Brother with setting up the servers, and with planning and managing the cutover to the new platforms.

CLIENT PROFILE

Industry: Electronics

Size: 800 employees

*Locations: Bridgewater, NJ
and Bartlett, TN*

*Technologies: Microsoft
Windows Server 2003,
Microsoft Exchange
Server 2003, Microsoft
ISA Server 2004*

R E S U L T S

QTS was able to complete Brother's migration to the new environment with minimal disruption, considerably mitigating risk in a highly complex cutover. QTS streamlined the environment, resulting in a more integrated, clear-cut system to support, while providing for improved security, scalability and reliability. QTS' involvement with infrastructure build-out and conversion planning allowed the Brother IT team to focus on cutover of its users to Exchange 2003 and on learning to administer and manage the new system – with QTS there to support them – **Worry-Free!**

At your side.
brother

CLIENT QUOTE

"QTS worked with our team in a knowledge transfer model, jointly planning through the cutover with IT staff in New Jersey, Tennessee and Japan. This was a complex, challenging project, but QTS' involvement took a lot of the risk out of it."

*Tracy Ivins, Senior Manager
Brother*



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*Providing
Worry-Free
Network
Solutions!*