MICROSOFT EXCHANGE MIGRATION FOR MAJOR CITY TRANSPORT COMPANY

Nottingham City Transport

➤ nctx.co.uk

☻ Approx. 150 users

Head offices in Nottingham with multiple sites across the city.

Key Outcomes

✓ Project support for existing IT team
✓ Upgrade and migration of systems
✓ Service availability retained throughout
✓ Increased efficiency
✓ Security enhanced via follow-on projects

The Client

Nottingham City Transport (NCT) is the biggest transport operator in Nottingham, with 330 buses providing a comprehensive network of services across the city, seven days a week. Continued investment in modern, fully accessible buses and increased frequencies on core routes has led to high customer satisfaction - 92% overall satisfaction rating in the independent Transport Focus Satisfaction Survey (2016) - and an up to the minute communication system underpins its ability to encourage even more people in Nottingham to use public transport.

The Challenge

NCT wanted to upgrade its version of Microsoft Exchange to increase the efficiency of its internal and external communications. With 150 mailboxes and numerous public folders to transfer across multiple sites this was a sizeable task.

NCT's in-house IT team had laid the ground work for the project but was seeking expert advice and guidance with the actual migration so contacted Air IT for project support.

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Nottingham City Transport

The Air IT Approach

NCT was running a legacy version of Microsoft Exchange, accessed by employees across the city through desktops, laptops and mobile devices around the clock. To deliver the upgrade to Exchange 2013 Air IT provided a dedicated engineer to oversee the project and work alongside the inhouse IT team to make sure everything ran smoothly with no disruption.

The objective was to maintain service availability and reduce manual work for NCT's IT department.

The entire migration was performed using a coexistence scenario, allowing us to migrate all mailboxes and public folders in less than a week with no downtime.

The Outcome

Air IT assisted with project delivery by providing the additional expertise and technical resource needed to deliver the project on time. A full decommission of the coexistence environment was completed, followed by assistance integrating third party applications.

The updated version of Exchange provides NCT with increased communications reliability and network stability. Minimal issues were raised following the migration and the success of the project enabled Air IT to build a strong relationship with NCT, which has resulted in the commissioning of further projects.

Special Projects

Since the completion of the Microsoft Exchange upgrade, Air IT has completed another piece of work to upgrade NCT's security services. This consisted of a Sophos UTM deployment with network protection and web filtering.

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Arrange a free consultation today

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