

The Real Cost and Business Disruption of Migrating from GroupWise to Exchange

What Value Do You Really Expect to Gain by Simply Switching from One Email Solution to Another?

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"If you have resources that send messages, they'll need licenses with Exchange. In fact, we had to increase our licensing costs by nearly 30 percent just to convert resources to licensed Exchange users."

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The Real Cost of Migrating to Exchange— A Guided Tour

If you've been thinking about migrating from GroupWise to Exchange, you might not truly understand the costs of such a move.

For example, did you know that the disruption to business activity and operations, alone, caused by a migration to Exchange will typically cost a 5,000-user organization more than US\$2.3 million (see *Table 1*)? When you add hardware, training, consulting and administration time to the equation, that cost rises to US\$2.7 million.

Worse, this figure doesn't even take into account the increased ongoing administration expense you'll incur once your migration is complete. Nor does it include the significantly higher licensing costs that many organizations will be faced with by going the Exchange route, which can total as much as US\$2 million for a 5,000-user organization and over US\$17 million for a 50,000-user organization (see *Table 2 on page 3*).

Don't believe it? Let's take a quick dive into a few of the details.

Summary of Estimated Cost to Migrate from GroupWise to Exchange*

Users	100	500	5,000	50,000
Hardware	\$1,500.00	\$4,500.00	\$22,500.00	\$114,000.00
Admin Time	\$7,000.00	\$14,953.25	\$40,567.50	\$172,032.00
Administrative Staff Training	—	—	\$13,982.00	\$49,354.00
End-user Training	—	—	\$103,300.00	\$2,714,500.00
Business Disruption	\$62,500.00	\$312,500.00	\$2,375,000.00	\$23,750,000.00
Consulting	\$9,000.00	\$15,309.38	\$135,000.00	\$375,000.00
Total Estimated Retail Cost	\$80,000.00	\$347,262.63	\$2,690,349.50	\$27,174,886.00

Table 1. Summary of Estimated Costs to Migrate from GroupWise To Exchange in U.S. Dollars

*Does not include licensing costs, as these are highly variable and should be added to the cost analysis once discounts and entitlements are accounted for.

The Harsh Reality of Exchange Licensing Costs

Up to US\$2 Million in Licensing for a 5,000-user Exchange Migration

Many organizations have licensing agreements with Microsoft that reduce (or simply obscure) typical Exchange licensing costs. In any case, before seriously contemplating a move to Exchange, you need to understand what you can actually expect to pay in licensing fees (*see Table 2 on the following page*).

Whether you have a Standard or Enterprise license with Microsoft—and whether you pay a la carte or through Core CAL Suites—you will likely have to deal with the following Exchange licensing issues and challenges:

- **You need per-user Client Access Licenses (CALs) for both Exchange Server and Windows Server** in addition to the per-user CALs required for your Outlook clients.
- **You can more than double your licensing costs** by adding anti-virus, anti-spam, backup, mobility, team collaboration and instant messaging. Remember that many of your third-party add-on products for OpenText™ GroupWise will need to be replaced—or relicensed—for compatibility with Exchange.
- **Exchange requires licenses not only for end users, but for resources** such as conference rooms, projectors and other equipment that you schedule with Exchange.
- **You need to purchase a third-party migration tool license** for every user in your organization to transfer user mailbox data (emails, calendar appointments, contacts and user profiles) from GroupWise to Exchange.
- **You likely need to purchase a license for a coexistence tool** unless you can fully complete your migration in a relatively short period of time, such as a weekend. Such a tool allows temporary simultaneous use of both GroupWise and Exchange.

Even without considering Microsoft licensing costs, an Exchange migration can easily cost a 5,000-user organization nearly US\$2.7 million.

Summary of Estimated Licensing Costs to Migrate from GroupWise to Exchange

Users	100		500		5,000		50,000	
	Standard	Enterprise	Standard	Enterprise	Standard	Enterprise	Standard	Enterprise
Exchange CAL w/ SA (Software Assurance)	\$10,200.00	\$6,300.00	\$51,000.00	\$31,500.00	\$510,000.00	\$315,000.00	\$5,100,000.00	\$3,150,000.00
Windows 2008 Server CAL w/ SA	\$4,400.00	\$4,400.00	\$22,000.00	\$22,000.00	\$220,000.00	\$220,000.00	\$2,200,000.00	\$2,200,000.00
Exchange Server License w/ SA	\$1,062.00	\$6,076.00	\$2,124.00	\$12,152.00	\$4,248.00	\$24,304.00	\$10,620.00	\$60,760.00
Windows 2008 Server License w/ SA	\$1,088.00	\$3,536.00	\$2,176.00	\$7,072.00	\$4,352.00	\$14,144.00	\$10,880.00	\$35,360.00
Microsoft Office Pro Plus (including Outlook)	—	—	—	—	—	—	—	—
Windows 7	—	—	—	—	—	—	—	—
Anti-virus and Anti-spam	\$1,500.00	\$1,500.00	\$7,500.00	\$7,500.00	\$75,000.00	\$75,000.00	\$750,000.00	\$750,000.00
Backup and Archive	\$4,800.00	\$4,800.00	\$24,000.00	\$24,000.00	\$240,000.00	\$240,000.00	\$2,400,000.00	\$2,400,000.00
Mobility	\$300.00	\$1,000.00	\$1,500.00	\$5,000.00	\$15,000.00	\$50,000.00	\$150,000.00	\$500,000.00
SharePoint CAL w/ SA (Team Collaboration)	—	—	—	—	\$710,000.00	\$625,000.00	\$7,100,000.00	\$6,250,000.00
SharePoint 2010 w/ SA (Team Collaboration)	—	—	—	—	\$29,556.00	\$29,556.00	\$73,890.00	\$73,890.00
Lync CAL (Instant Messaging)	\$3,100.00	\$3,100.00	\$15,500.00	\$15,500.00	\$155,000.00	\$155,000.00	\$1,550,000.00	\$1,550,000.00
Lync Server (Instant Messaging)	\$699.00	\$3,443.00	\$1,398.00	\$6,886.00	\$2,796.00	\$13,772.00	\$6,990.00	\$34,430.00
Migration Tool Licensing	—	—	—	—	\$50,000.00	\$50,000.00	\$500,000.00	\$500,000.00
Total Estimated Retail Cost	\$27,149.00	\$34,155.00	\$127,198.00	\$131,610.00	\$2,015,952.00	\$1,811,776.00	\$19,852,380.00	\$17,504,440.00

Table 2. Estimated Exchange Migration Licensing Costs in U.S. Dollars (Refer to Web Appendix: Licensing Costs Assumptions & Sources)

Note: The above table does not reflect the additional costs that might be required to license co-existence tools and replace or upgrade all but basic email add-ons.

In contrast to the many levels of licensing required by an Exchange solution (server licenses and individual CALS for Windows Server, Exchange and Outlook), GroupWise offers a clear and cost-effective licensing model. You simply buy a GroupWise mailbox license and your users can access the email system with any client they choose at no additional charge. The purchase of the GroupWise license also gives you a free entitlement to the SUSE Linux Enterprise Server operating platform, eliminating the need to purchase an operating system license for your email solution.

Out-of-Control Hardware Costs

Twice as Many Mail Servers, But That's Only the Beginning

There's no avoiding it. Migrating to Exchange will force you to make major new hardware investments (see Table 3).

- **Two Exchange servers for every GroupWise mailbox** will be needed in most cases simply because Exchange doesn't scale as well as GroupWise. Your unique email load and usage patterns will affect actual requirements.
- **Exponential increase in storage resource requirements** can be expected due to Exchange's replication of email attachments. The jump in storage requirements that occurs as multiple copies of these attachments are sent, forwarded, archived and backed up can increase hardware requirements by as much as 400 to 500 percent.
- **Exchange only runs on 64-bit hardware**, requiring you to rip and replace any 32-bit systems that you might have hoped to get a little more life out of.
- **You might not be able to repurpose your existing 64-bit hardware investments** if email retention regulations require you to keep all your GroupWise systems in place. So, even if you've already moved to all 64-bit systems, you'll have to further increase your 64-bit hardware investments.
- **You'll need to deploy redundant hardware** to the extent that both Exchange and GroupWise need to run simultaneously during the migration process.

In addition to admin costs, a migration inhibits your IT team's ability to focus on business-critical projects.

Summary of Estimated Hardware Cost to Migrate from GroupWise to Exchange

Users	100	500	5,000	50,000
All-in-One	\$1,500.00	—	—	—
Exchange Server(s)	—	\$3,000.00	\$10,000.00	\$60,000.00
Windows Server 2008	—	\$1,500.00	\$5,000.00	\$12,000.00
SharePoint	—	—	\$5,000.00	\$36,000.00
Lync	—	—	\$2,500.00	\$6,000.00
Total Estimated Retail Cost	\$1,500.00	\$4,500.00	\$22,500.00	\$114,000.00

Table 3. Estimated Exchange Migration Costs for Server Hardware in U.S. Dollars (Refer to Web Appendix: Hardware Costs Assumptions & Sources)

The above table doesn't take into account the added expense that might be required to host any new or upgraded third-party products or co-existence tools you may need to deploy as a result of the switch. It also doesn't reflect the potential for a hardware increase of more than 100 percent due to Exchange's multi-copy message store. GroupWise helps minimize storage consumption with its single-copy message store architecture. For example, if you send an email with an attachment to a 1,000 recipients, GroupWise only maintains one copy of that attachment. All received messages reference that single copy of the attachment. By contrast, Exchange replicates that attachment for all 1,000 recipients.

“With Exchange, our data store is four times the size it was with GroupWise, and this even with a new 60-day message retention limit. Sure, disk space is cheap, but backup isn’t. And what about performance? Running SLES on VMware, we used 1/10 of our 1024 MB of RAM and ran smoothly at 5 percent processor utilization. Our Exchange data store is on two virtualized 64-bit machines with 8 GB of RAM and virtual dual processors, and it’s still slow.”

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Not only does this massive replication of attachments in Exchange exponentially increase your day-to-day storage requirements, but it can complicate and dramatically drive up the cost of adherence to data archival and retention regulations.

Massive Impact on Administration Labor and Time

More than US\$40,000 in Labor Costs for a 5,000-User Migration—and That’s Conservative!

In a 5,000-user organization, the labor cost to administer an Exchange environment is more than twice the cost of administering GroupWise (Comparing the Cost of Leading E-mail Systems, Osterman Research, Inc., June 2011). But it’s not just the ongoing administration costs that you have to worry about. The short-term administration time and expense incurred during an Exchange migration can be daunting (see *Table 4*).

- **Your email environment will have to be rebuilt from the ground up**, including installing Windows servers, installing Exchange and setting up Active Directory for each user. This might include additional configuration tasks such as adding IP addresses, creating new security certificates, making necessary adjustments to your security architecture and, in some cases, re-evaluating the entire network topology.
- **You will likely need to replace or upgrade many of the third-party applications** integrated with your email solution.
- **A test environment will need to be created** to assess the proposed deployment for problems and performance before going live.
- **A comprehensive health check and cleaning of the old email system** should be performed, and old mailbox data should be archived.
- **The migration tool needs to be installed and the actual migration executed.** In addition to active, current user mailboxes, backup and archived message stores might need to be restored, migrated, managed and maintained.
- **Your existing email mobility solution will likely need to be swapped out** for an Exchange counterpart. This will require the installation or reconfiguration of a new mobility server, provisioning users with access, restoring user email data to mobile devices, and guiding users through the required steps to delete and reset email accounts on each device.
- **A co-existence solution will need to be installed and configured** if both Exchange and GroupWise need to be simultaneously available on a short-term or long-term basis.
- **Post-migration helpdesk support will dramatically escalate** as users require assistance restoring mailboxes, retrieving lost email and re-accessing email archives.

Actual administration time and costs for a migration will be highly variable among different organizations as you consider criteria like network speed, mailbox size, the health of the GroupWise system, the number of locations and workstations, and the age of the hardware.

Summary of Estimated Administration Time Cost to Migrate from GroupWise to Exchange

Users	100	500	5,000	50,000
Planning Tasks	\$735.00	\$1,988.75	\$3,469.50	\$6,888.00
Prep Work	\$2,765.00	\$5,762.00	\$16,848.00	\$77,056.00
Migration	\$3,080.00	\$3,053.00	\$9,288.00	\$34,104.00
Post-migration Task	\$420.00	\$1,569.50	\$4,482.00	\$9,184.00
Project Management	—	\$2,580.00	\$6,480.00	\$44,800.00
Total Hours	200	427.2357143	1,159.071429	4,915.2
Total Estimated Cost	\$7,000.00	\$14,953.25	\$40,567.50	\$172,032.00

Table 4. Estimated Administration Labor Costs for an Exchange Migration in U.S. Dollars (Refer to Web Appendix: Administration Labor Costs Assumptions & Sources)

Actual per-hour labor costs will vary as well. The cost figures above assume a sliding scale of in-house IT staff salary that ranges between US\$35.00 and US\$56.00 per hour. Additionally, the above figures don't include the cost required for simultaneously maintaining Exchange and GroupWise systems, which will likely be required at least on a temporary basis for many organizations.

Beyond hard labor costs, the opportunity costs need to be considered as well. Will the time your IT team spends on the migration inhibit or delay their ability to focus on more business-critical projects? How will it affect normal day-to-day operations? And what functional or business value do you really expect to gain by simply switching from one email system to another? If there is a gain, is it really worth the cost?

Requires More Than Basic Administrative Staff Training

US\$14,000 in Admin Training Is Just the Tip of the Iceberg

Microsoft Software Assurance provides training vouchers that enable administrators to attend instructor-led technical training on the products they've licensed, such as Exchange. While these vouchers might be sufficient for 100- to 500-user organizations, larger organizations may need to purchase additional administrative training to adequately cover their needs (see Table 5). But that's only the beginning of what you'll need to pay for admin training.

While the training costs outlined below might be enough to get IT administrators up to speed on Exchange and SharePoint (if needed), they don't cover the additional costs for the following:

- **Admin training from third-party vendors** on any migration, coexistence and email add-on products.
- **Hiring of new administrative resources with different skill sets** will be required where existing staff knowledge isn't sufficient.
- **Training of helpdesk staff and others** who interface with end users on Exchange and any new third-party add-on products replaced as part of the move.

GroupWise Productivity Features Lost in Migration

Have you considered what you will lose with a move to Exchange? Not only will you give up the proven reliability, security and performance that have become synonymous with GroupWise, but you'll also leave behind the following GroupWise features and functionality:

- Superior Message Tracking
- Silent Message Retract
- Native Attachment Viewing
- Recurring Appointment Flexibility
- Managing Group Tasks
- User-controlled Proxy Rights
- Enhanced Busy Search
- Simple Folder Sharing
- Calendar View of Future Tasks
- Managing Sent Appointments and Calendar Items

www.novell.com/docrep/2012/04/novell_groupwise_2012_top_ten_features_users_lose_if_they_move.pdf

“When my organization migrated from GroupWise to Exchange, a quota system was implemented because of the additional storage Exchange required for each user. I am constantly being notified that I’ve exceeded my quota and need to delete messages to continue working. These quotas also prevent me from sending large files within the organization. They’re often so big that my quota would be met with just a couple of messages. The organization’s leaders may think our migration was a win, but my productivity has definitely suffered as a result.”

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Summary of Estimated Administrative Staff Training Cost to Migrate from GroupWise to Exchange

Users	5,000	50,000
<i>Courses:</i>		
Exchange Admin Introductory Training Course	—	—
Exchange Admin Advanced Training Course	—	—
Exchange Admin Boot Camp (9 days)	(2 admins)—\$7,992.00	(4 admins)—\$15,984.00
Exchange Admin Advanced Online Training	—	(6 admins)—\$11,220.00
<i>Related Third-party Apps:</i>		
Microsoft SharePoint Admin 5-day Course	(2 admins)—\$5,990.00	(4 admins)—\$11,980.00
Microsoft SharePoint Admin 3-day Bootcamp	—	(6 admins)—\$10,170.00
Total Estimated Cost	\$13,982.00	\$49,354.00

Table 5. Estimated Administration Staff Training Costs for an Exchange Migration in U.S. Dollars (Refer to Web Appendix: Administration Staff Training Costs Assumptions & Sources)

The preceding table assumes that 5,000- and 50,000-user organizations will purchase supplemental Outlook training for only a small percentage of their workforce (1 percent for 5,000-user organizations and 5 percent for 50,000-user organizations) and then leverage these users—and supplemental training materials—to help train others. Of the users trained, we assume that key influencers will receive more costly training, and other users will receive basic training. Many organizations will likely need a higher percentage of their workforce trained in order to reach acceptable productivity levels.

End-User Training Costs Can Rapidly Escalate

Training Only 5 Percent of a 5,000-user Workforce Costs a Minimum of US\$51,000, Not Including Supplemental Materials

You might initially think you can skimp on end-user training—until you begin to take a close look at the lost productivity you’ll experience as users struggle to learn a completely different email system. Several GroupWise features are simply unavailable—or are significantly more complex to use—in Exchange, and time is required to learn a new user interface even when parallel features are available.

Microsoft Software Assurance provides a limited amount of online end-user training, and this training may be sufficient for 100- to 500-user organizations. But larger organizations will probably need to purchase additional online training, as well as supplemental training materials (see *Table 6*).

Business Position Paper

The Real Cost and Business Disruption of Migrating from GroupWise to Exchange

As you consider your potential migration costs, you should consider the following end-user training issues:

- **End-user training needs can generate astronomical costs** even when based on very conservative estimates. For example, providing online Outlook training to only 5 percent of a 50,000-user organization generates nearly US\$1.5 million in estimated expense.
- **More advanced training will be needed for power users** and others who serve as “go to” resources in order to keep helpdesk calls in check.
- **Many users will need training on new mobility solutions and new third-party add-on products**—including SharePoint—in addition to training for the new email system.
- **Opportunity costs add to the expense** as users will not be able to carry out business-critical activities, tasks and services while they’re being trained.

Summary of Estimated End-user Training Cost to Migrate from GroupWise to Exchange

Users	5,000	50,000
<i>Courses:</i>		
Outlook 1-Day LiveOnline Course (per/user)	(50 users)—\$11,250.00	—
Outlook 3-Day LiveOnline Course (per/user)	—	(2,000 users)—\$1,350,000.00
Outlook Computer-based Training Course (per/user)	(200 users)—\$39,800.00	(500 users)—\$99,500.00
Outlook Handouts and QuickStart Cards (per/unit)	(5,000 units)—\$25,000.000	(50,000 units)—\$250,000.00
Outlook Videos (per/unit)	(500 units)—\$2,500.00	(5,000 units)—\$25,000.00
<i>Related Third-party Apps:</i>		
Microsoft SharePoint 2-Day Course (per/user)	(50 users)—\$24,750.00	(2,000 users)—\$990,000.00
Total Estimated Cost	\$103,300.00	\$2,714,500.00

Table 6. Estimated End-user Training Costs for an Exchange Migration in U.S. Dollars (Refer to Web Appendix: End-user Training Costs Assumptions & Sources)

The preceding table assumes that 5,000- and 50,000-user organizations will purchase supplemental Outlook training for only 5 percent of their workforce (with key influencers receiving more costly training and the rest receiving basic training) and then leverage that 5 percent and supplemental training materials to help train others. Many organizations will likely need a higher percentage of their workforce trained in order to reach acceptable productivity levels.

“We were in the throes of investigating a migration from GroupWise to ‘free’ Office365, until we found out how much it would cost (in consulting and software) to migrate our 1TB of user mail to the cloud, how much hardware we were going to have to purchase in order to be able to do authentication and how much all the other miscellaneous costs that began to surface would total. All considered, it was going to be more than twice the price of upgrading GroupWise (even factoring in new hardware). Wisdom prevailed, so I’m now in the process of upgrading GroupWise 8 on NetWare 6.5 to GroupWise 2012 on Micro Focus (now part of OpenText™) Open Enterprise Server 11.”

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“We increased our operational, support and licensing costs as a result of the migration to Exchange. Additionally, we sacrificed features that boosted our productivity and required ancillary technology to return system standards to our previous baseline. At the end of the process we still had the same service we started with, email.”

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Business Disruption Is the Sleeping Giant of Email Migrations

More than US\$2 Million in Business Disruption Costs for a 5,000-User Workforce

Any disruption in an end user’s work processes and productivity flow can have a dramatic effect on the bottom line. During the first 90 days after deploying a new email system, there will definitely be disruptions—and the lost minutes per user per day won’t only stem from the learning curve. Each user will spend time re-customizing their folders, toolbars, views, subscriptions and other configuration elements. In smaller organizations that don’t migrate their email data, users will lose time re-creating address books, distribution lists, groups, tasks and calendar appointments.

Over a 90-day period, those lost minutes add up fast, and so do the costs (see *Table 7*). In addition, if the migration is complex and requires more than an evening or weekend to complete, downtime will be incurred. Even limited amounts of downtime—when multiplied by all affected employees—carry a high price tag as productivity comes to a virtual halt.

- **More than US\$2 million is a conservative estimate** in business disruption costs for a 5,000-user organization. That estimate reflects a mere 17 hours of lost productivity per user (experienced over the course of 90 days)—a figure which can easily go much higher.
- **US\$250,000 will be lost in user productivity due to migration downtime** if only two hours of email downtime is incurred for a 5,000-user organization. The productivity costs escalate as more downtime is experienced.

While it’s tempting to account only for hard costs in an email migration, soft costs like business disruption and end-user productivity can easily overshadow all other expenses combined. As such, they must be included in any comprehensive analysis of migration costs.

Summary of Estimated Business Disruption Cost to Migrate from GroupWise to Exchange

Users	100	500	5,000	50,000
Email Downtime During Migration	—	—	\$250,000.00	\$2,500,000.00
Lost Productivity After Migration	\$62,500.00	\$312,500.00	\$2,125,000.00	\$21,250,000.00
Total Estimated Cost	\$62,500.00	\$312,500.00	\$2,375,000.00	\$23,750,000.00

Table 7. Estimated Business Disruption Costs for an Exchange Migration in U.S. Dollars (Refer to Web Appendix: *Business Disruption Costs Assumptions & Sources*)

Need for Consulting and System Customization Often Underestimated

Will You Really Be Able To Avoid the High Cost of Outside Consulting?

Email system migrations often require outside consulting and customization help, which typically results in significant expense (see Table 8). The time required for consulting and customization work not only increases the total migration cost, but it also extends the duration of the migration project and further hinders user productivity.

Many organizations think they won't need consulting and system customization help until they try to answer the following questions:

- **Does your staff have the Exchange expertise** to conduct the migration from top to bottom?
- **Is your email infrastructure too complex** to handle all aspects of the migration on your own?
- **Do you have custom integrations** between your email system and help desk ticketing, HR, finance, travel reimbursement, or other internal systems, and will these integrations need to be recreated?
- **Will you need to convert your GroupWise Document Library** to a new document management system?
- **Does your IT infrastructure have unique characteristics** that affect your email system and that will require outside expertise in order to successfully execute the migration?

As with administration time, consulting costs for a migration will be highly variable among different organizations. Actual per-hour consulting fees will vary as well. The cost figures above assume US\$75.00 per hour for smaller organizations and US\$150.00 per hour for larger organizations. At these rates, consulting and system customization costs can be significant—and will quickly multiply if a number of applications require custom integration or plug-ins.

Summary of Estimated Consulting and System Customization Cost to Migrate from GroupWise to Exchange

Users	100	500	5,000	50,000
Planning Tasks	\$2,325.00	\$6,018.75	\$13,050.00	\$19,500.00
Prep Work	\$4,500.00	\$12,375.00	\$61,050.00	\$157,500.00
Migration	\$9,825.00	\$7,950.00	\$22,800.00	\$32,850.00
Post-migration Task	\$1,350.00	\$4,275.00	\$13,650.00	\$38,550.00
Project Management	—	—	\$24,450.00	\$126,600.00
Total Hours	120	204.125	900	2,500
Total Estimated Cost	\$9,000.00	\$15,309.38	\$135,000.00	\$375,000.00

Table 8. Estimated Consulting and Customization Costs for an Exchange Migration in U.S. Dollars (Refer to Web Appendix: Consulting & Customization Costs Assumptions & Sources)

Enhance Your Existing Infrastructure at a Fraction of the Cost

Actual Exchange migration costs and impacts will vary from organization to organization. That's why we invite you to visit with an OpenText Sales Representative who can give you a tailored view of what you could expect to spend on such a migration based on your unique situation and environment.

Additionally, if you've already budgeted for a migration, you might want to consider how a fraction of those funds could be used to enhance your existing OpenText infrastructure. You could upgrade to GroupWise 2012 (with its iPad web templates, enhanced WebAccess, improved calendaring, integrations with OpenText™ Vibe and Skype, and more), add Vibe (offering team workspaces, document management, workflows and social streams), or deploy the full OpenText™ Open Workgroup Suite. You could also take advantage of our training services, engage Consulting, or bring in some new third-party add-ons—and still have budget for value-added, strategic initiatives.

Whatever your needs or concerns, your Sales Representative will be happy to discuss how we can help move your business forward with more productive, secure and manageable solutions for your environment. We can also tell you what's on the horizon for GroupWise and walk you through our interactive product roadmap at: www.novell.com/gwroadmap

Sources and Assumptions

Publicly available retail costs and actual customer experiences and budgets were used to estimate the potential costs of a migration from GroupWise to Exchange. Certain assumptions have also been factored into the cost calculations. These assumptions can be accessed at www.novell.com/gwmigrationcosts. Please contact your Sales Representative for details on these assumptions and how they apply to your organization specifically.

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