

Intelligent Migrator for Cloud Migrations

Frequently asked questions

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1. What is Transvault Intelligent Migrator?

Available to run on-premises or in the Cloud, Intelligent Migrator is a Windows-based application that enables legacy email archive contents to be directly migrated to alternative archive and messaging platforms – including hosted email service providers - safe in the knowledge that the integrity and accessibility of your data will not be compromised with all migrations fully audited to ensure chain-of-custody to meet compliance needs.

Transvault Intelligent Migrator supports direct migrations to Microsoft 365, Proofpoint and Google, as well as file-based migration workflows for other cloud archive platforms where direct ingestion is not available.

Shortcuts in users' mailboxes can be managed accordingly and are typically removed to ensure total transparency for end users when moving to the new system.

Transvault also includes powerful profiling and management options that can be deployed to determine the data that gets moved and to reshape your archived data for optimum performance and usability going forward.

2. What archives are supported?

Transvault Intelligent Migrator provides support for a very wide range of proprietary **on-premises** archive systems including:

- Arctera Enterprise Vault (for Exchange and Notes)
- Capax Enterprise Archive Solution (formerly Autonomy/ZANTAZ/Educom EAS for Exchange and Notes)
- Autonomy NearPoint (previously Iron Mountain/Mimosa NearPoint)
- Autonomy Message Manager (formerly CA Message Manager)
- HP RISS & HP IAP
- EMC EmailXtender (for Exchange and Notes)
- EMC SourceOne (for Exchange and Notes)
- Metalogix Archive Manager: Exchange Edition (previously Exchange@PAM)
- iLumin Assentor
- OpenText Email Archive for Exchange
- IXOS-eCONserver
- Quest Archive Manager
- OpenText AXS-One for Exchange and Notes

Additionally, file-based migration workflows can support any hosted service that can export data in a format supported by Intelligent Migrator, or ingest a format that Intelligent Migrator can produce, such as PST, EML or MSG.

More platforms are being added all the time. Please visit **http://www.Transvault.com/** or email **info@Transvault.com** to ask whether your particular archive/version is supported.

intelligent MIGRATOR

3. What format is data transferred?

This will vary depending on your chosen hosted archive service.

For example, Transvault transfers data directly over the network into Microsoft 365.

For file-based migrations, Transvault can export data in supported formats for subsequent ingestion by the destination provider.

To ensure peace of mind, Transvault creates a **full report** of exactly what data has been extracted from your system to be handed to the service provider. This further acts as evidence of due diligence in support of future eDiscovery requests.

4. Why avoid using PST exports for the legacy archive migration?

Many hosted archive vendors will ingest your data from PST files, but don't underestimate what is involved in manually exporting and preparing your legacy data into this format.

Although many archive systems have some kind of 'export to PST files' function, there are common problems associated with such tools, including:

- **They're labour-Intensive.** While fine for exporting 1 or 2 mailboxes, native export tools are not suitable for bulk movement of data out of your archive. There's no batching capability or automation, and you will need to dedicate a member of staff to constantly monitor the entire process, which may take many months.
- **It's slow.** 'Native' extraction tools are typically single-threaded tools. *We suggest you time the extraction of a single, average-sized mailbox.*
- **There's no reporting.** There is no proof or audit log of what data has been extracted from your system.
- **There's no error handling.** If a mailbox extraction fails owing to a corrupted email, the extraction will stop with no indication of which item was corrupted and no ability to pick up where the extraction left off.
- **Important metadata is lost.** There is no support for migrating BCC'd and distribution list recipients from journal archives, no protection of retention dates, no ability to re-write addresses, etc.
- **Large PST files are prone to corruption.** This creates problems for organisations trying to extract the contents of very large mailbox archives or **Journal** mailbox archives.
- **Lack of flexibility.** Native extractions typically extract an entire mailbox, offering no granularity, such as extracting only the last 5 year's worth of data.

By comparison, Transvault offers **automated extraction**, with full error logging, unattended operation, reporting and unparalleled flexibility and data fidelity. It can also be configured to package PSTs in the recommended format, label them with the correct header information, split out large mailboxes/journal archives into multiple linked PSTs, etc.

A Transvault-led migration service can also save you money: A recent costing exercise based on hiring a temp (at $18 per hour) to manually extract data to PST files, and an average migration time of

3 hours indicated a cost of around $54 per mailbox (including manual auditing, checking etc.). Bear in mind this is just 'half' of the process, as the contents of PST files then need to be ingested into the target archive. This means manual migration costs can reach over $100 per mailbox.

5. How quickly can Transvault move archive items?

Transvault offers the fastest and safest migration times in the industry. This is confirmed by the many Partners we have that have direct, project-based experience with Transvault vs other migration solutions.

Transvault's multi-threaded, multi-server capability means that multiple extraction and ingestion pipes can be set up between your source and target system, thus driving your environment to capacity. You can also process a single mailbox using *multiple* migration threads – ideal for processing large archives and journals in the fastest possible times.

Transvault can also be **run in the Cloud** to reduce network latency.

It is important to note that achieving best performance is always dependent on environmental factors such as:

- Available network bandwidth
- Speed of the storage subsystem on which the legacy archive sits (if direct/API access is available)
- The time your chosen cloud platform vendor takes to extract or upload emails.
- Your chosen archive migration partner can establish a proof of concept (POC) to establish likely throughput rates in your specific environment.

6. How does Transvault aid compliance when migrating?

As described earlier in this document, Transvault eliminates the opportunity for human error. It also includes complete auditing of the extraction and, depending on the target cloud vendor, the complete end-to-end migration process.

For example, when transfers can be carried out directly over the network to Microsoft 365, comprehensive reports show 1:1 mappings of the ID of the item in the source archive and the ID of the new item as it is moved to the destination, enabling you to demonstrate a complete 'Chain of Custody' for the data while undergoing migration.

Where migration is via removable media in an interim file format, Transvault maintains a full audit of what is being presented to the service provider, demonstrating due diligence on your part and acting as a detailed record in the event of a future incident where emails cannot be found or recovered in the 'cloud archive'.

Importantly, Transvault can preserve BCC'd recipients and distribution list information from Journal mailbox archives. These messages may be part of legal proceedings or may be subject to regulatory requirements, so the loss of such vital information could be extremely costly and potentially damaging.

7. Can we migrate users' email from one cloud service into another?

Depending on your chosen cloud vendors, options for **extracting** data *out* of an existing cloud service can often be limited, time-consuming and costly.

For example, if you wanted to **extract** a given mailbox or set of data from Mimecast, one option is to use Administrator rights to export the results of an eDiscovery search to PST or EML files. This, however, is a very lengthy and manually intensive approach that is not suitable for large volumes.

Another approach is to request a bulk export of archived data from your cloud vendor. This data will typically be presented in a single-instance stream of emails in PST or Zipped EML files.

The challenge with this is that your emails will not be exported according to individual user mailboxes, and the original folder structure is lost.

Transvault is able to take this pool of emails and reconstruct it into separate user mailboxes. It can also create a new email folder structure based on metadata such as 'Sender' and 'Date' to give users the most meaningful way to navigate their migrated email records.

At the same time, you can output data in the required format for ingestion into your new target cloud service.

Note that Microsoft 365 offers a great deal more flexibility and capability for moving your archives and for maintaining the folder structure of individual's mailboxes.

8. Do I need to provide systems to run Transvault on?

Working with Transvault solutions gives you the choice of making your move on-premises or in the Cloud.

If you have existing server bandwidth and your migration is within the same location or domain, then a fully on-prem approach, with the option of local or remote control, may be the way to go.

Alternatively, you can make your move in **Microsoft Azure.**

Using Transvault in Azure means there's no hardware to set up in advance. You also have the added benefits of built-in resilience, load balancing and distribution for geographically distributed locations.

Plus, if you're moving to a cloud-based service, such as Microsoft 365, network latency is inherently reduced, resulting in faster data transfers.