

CASE STUDY



99.99999998% Success Rate

US Health Care Organization Migrates its Emails to a New Archive with Just 1 Failed Item out of 50 Million

Daughters of Charity Health System (DCHS) is a regional health system comprised of six hospitals and a medical foundation spanning the California coast from the San Francisco Bay Area to Los Angeles: Seton Medical Center, Daly City; Seton Coastside, Moss Beach; O'Connor Hospital, San Jose; Saint Louise Regional Hospital, Gilroy; St. Vincent Medical Center, Los Angeles; St. Francis Medical Center, Lynwood; and DCHS Medical Foundation, located in San Jose. DCHS was formed in response to the healthcare needs of the people of California. Every day, more than 7,000 associates and physicians serve patients and their loved ones, providing quality, compassionate care – body, mind and spirit. For more information on DCHS, please visit www.dochs.org

Since 2007, Daughters of Charity Health System (DCHS) had been archiving email from its Microsoft Exchange servers into EMC EmailXtender®.

DCHS has a sizeable Microsoft Exchange architecture supporting a staff of more than 7,000 associates and physicians across six hospitals and three office locations. The intent of the email archive was to maintain optimum email service performance by keeping users' mailboxes consistent in size, and provide a reliable way to repopulate or retrieve mail that users needed to access in addition to mail kept in local mail stores.

According to Michael Day, vice president of Information Technology at DCHS,

“ The user experience with EMC EmailXtender was not ideal, so after evaluating EMC's new SourceOne product we found we could switch to the SourceOne archive for minimal expense and with additional functionality. We were cautiously optimistic. ”

To help with the upgrade, EMC recommended DCHS IT work with its messaging and migration partner, **Paradise Canyon**. Based in Honolulu, Hawaii, and offering professional services throughout North America, Paradise Canyon is a long standing EMC Global Messaging Partner and one of a handful of partners specializing in EmailXtender to SourceOne transitioning.



At the end of the project, and having moved in excess of 50 million messages, just one email refused to migrate.

“ This is a remarkable outcome given the complexity of moving EmailXtender containers, Maintaining fidelity is an important factor for many of our migration customers, and being able to prove we moved all but one message successfully for DCHS was the icing on the cake. ”

Randy Martin, Paradise Canyon



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TransVault™ Migrator is a high-performance software application that enables full data migrations from EMC EmailXtender® into the EMC SourceOne Email Archive.

Used in combination with the appropriate services to commission your new SourceOne archive and to project manage the migration, TransVault Migrator quickly and securely moves your existing archived emails into EMC SourceOne.

Migration Quality is Critical

Explained Day,

“ The big thing for me was the quality of the migration. Aside from ensuring staff could still access their emails, we have requirements around email retention just like most organizations. We need to be consistent with regulatory and legal requirements to keep email records fully intact and discoverable, and not compromised as a result of the move. ”

The service delivered by Paradise Canyon was powered using the email migration software, TransVault Migrator. Randy Martin, CEO at Paradise Canyon reports,

“ As each monthly silo of data was migrated into the new SourceOne archive, we used TransVault to generate daily reports for the DCHS IT Team on the migration success and failures. Failed messages were carefully tracked, re-processed and brought back online. ”

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1 in 50 Million

The transition was completed in approximately 3 months end to end, including re-indexing the data in SourceOne. At the end of the project, and having moved in excess of 50 million messages, just one email refused to migrate. That single email was identified and documented as part of the final 'Chain-of-Custody' report submitted to Senior Management and the In-house legal team.

Commented Martin,

“ This is a remarkable outcome given the complexity of moving EmailXtender containers. Maintaining fidelity is important factor for many of our migration customers, and being able to prove we moved all but one message successfully for DCHS was the icing on the cake. ”

Concluded Day,

“ We were nervous about the data move, but Paradise Canyon was extremely thorough throughout the entire migration process. They employ people with solid technical skills and proved to be thorough and knowledgeable as well. ”



About Paradise Canyon

Paradise Canyon is a senior EMC Software Partner that specializes in Message Management, Archiving, eDiscovery, Information Governance and data de-duplication systems for both structured and unstructured content. Since 2004, Paradise Canyon has been a EMC Messaging Sub-contractor trained and certified for enterprise level organizations. Originally specializing in database migration services, coupled with EMC Centera storage, becoming a TransVault Software Partner was a natural fit. Today, Paradise Canyon is a leading Messaging and email migration organization that has been instrumental in helping bring the EMC SourceOne suite of products to the leading edge of the eDiscovery marketplace. Paradise Canyon is headquartered in Honolulu, Hawaii and offers sales and professional services throughout North America. For more information, please visit www.paradisecyn.com

Buying TransVault Migrator

TransVault Migrator is available through a global network of partners that provide an end-to-end migration service. For more information contact TransVault at Info@TransVault.com or visit www.TransVault.com

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