



Rogers Family Company: Lotus Notes to Microsoft Exchange Migration



→ Situation

Rogers Family Company wanted to improve the productivity of its staff and reduce operational costs. In a large and complex migration, we replaced its Lotus Notes messaging and collaboration system with Microsoft® Exchange Server and Outlook®. We managed the project that affected staff in multiple countries and provided training on the new solution in more than one language.

→ Company Profile

Rogers Family Company is the largest gourmet coffee roaster in the San Francisco Bay Area, and one of the nation's few remaining family-owned, gourmet coffee roasters. Its brands include San Francisco Bay Coffee, The Organic Coffee Co. (the nation's top seller of 100% organically grown coffee), Fairwinds Coffee, Audubon Coffee, Pleasant Hill Farms, East India Tea, Black Mountain Gold, and Cafe Jerusalem. Together the companies supply millions of pounds of coffee and tea each year to discriminating customers worldwide including Costco stores throughout the Western U.S.



→ **Business Challenge**

Rogers Family Company wanted a world-class messaging solution – one that would be less costly and allow for increased collaboration. Rogers Family Company chose to migrate to the Microsoft® Exchange Server messaging and collaboration platform. Although the transition would be complex, the solution allowed Rogers Family Company to work more effectively and offered significant savings in capital and operating costs. Additionally, Rogers Family Company could leverage its investments in the Windows® operating systems, Microsoft® Office applications and Active Directory® already deployed to its employees.

Other objectives of the project included Exchange integration with Microsoft DPM, the comfort level of End Users with Outlook, the increased integration between Outlook 2007 and SharePoint 2007, and the integration with Windows Mobile devices.

“It’s essential to have an experienced team with strong management, such as our partner, Miles Consulting Corp , to successfully complete this project.” said Matthew

→ **Managing the Migration**

Once the decision was made to migrate, Miles Consulting Corp moved swiftly to design, test, build and deploy the solution. Miles Consulting Corp leveraged its close relationship and Gold Partnership with Microsoft to obtain the latest technical bulletins and mitigate risks.

“With people spread all over the globe, Rogers Family Company relies on e-mail as a communications and work tool, so it was critical to keep it operational,” said Matthew McGinley, IT Manager. “Making the transition from Lotus Notes to Microsoft Exchange was a challenge. The migration could not interfere with business operations, so we had to build a new working environment in parallel. Miles Consulting excelled at executing the project plan successfully and living up to expectations.”

Given Roger's Family Company's long experience with Notes, the move to a new platform required a significant change management effort. Consequently, we undertook an education program with live online training supplemented by readily available help material and support staff.

→ **About Miles Consulting Corp**

Established in 2002, Miles Consulting Corp was in the Inc. 500 in 2007 and 2008, and helps their clients achieve strategic and operational objectives through the use of technology. Miles Consulting Corp is recognized as a premiere IT consulting firm with strength in the application of IT strategy, network design, integration, and support. Miles Consulting Corp is also known for its flexibility and customer-centric culture.