



Bishop Migrates Pierce County from Mimosa NearPoint to Office 365 using Archive360's Archive2Anywhere™

7,624 Mailboxes Migrated
223.4 Million Messages Migrated
35 TB Extracted

Client Situation Summary

Pierce County originally used GroupWise for their email because GroupWise was the email collaboration and management system of choice at the time and it did not impose email size limitations. When Pierce County decided to move their email management to Outlook 2007, a portion of the GroupWise email archive was put into Exchange. To further add to the mix of what was in the archive, in 2009 Pierce County purchased Mimosa NearPoint to bring a more robust email archive system into their environment. It was at that time that they moved all their old GroupWise email, their archived Exchange email and all new email going forward into the new archive system. Through these email management system iterations, Pierce County had quite a mix of email types and sizes residing in their Mimosa NearPoint archive.

In 2014, like so many organizations, Pierce County decided to move their email infrastructure to the Microsoft cloud. At this time, the realization of addressing how they were going to move the mix of archived email currently residing in their Mimosa NearPoint archive repository, surfaced. Pierce County knew they needed to find an expert who understood email archives and more importantly, had a strong understanding and success rate of migrating legacy email archives to Office 365. After a competitive RFP process, they chose Bishop.

Client Challenge

Pierce County needed to move their legacy archive while maintaining forensic integrity with a near 0% exception rate to meet County public records and legal requirements. Bishop's project goal of 5% exception rate was good, but additional mechanisms would be needed to reach the exception rate goal. No size restrictions on their original GroupWise emails meant their archive contained numerous oversized emails that could not easily be ingested into Office 365. When the migration process began, they ran into a varying degree and high number of email exceptions that needed to be resolved.

Bishop Solution

Through significant effort by Pierce County and a close partnership with Bishop and Archive360, most email exceptions were addressed and steps taken to bring exceptions to nearly 0 by the time the project was completed. For the remaining exceptions the team at Archive360 wrote a SQL script to take remaining exceptions mailbox by mailbox and put them into a PST. This allowed Pierce County team members to have their Records Managers look through the PSTs and make decisions on what to do with the last remaining exceptions.

"This was above and beyond the call of duty, it was outside the realm of the SOW. Most companies would try to resolve an issue and after 3 days, if it didn't get resolved, they would chalk it up as an exception. Not with the Bishop and Archive360 teams. They beat the exceptions down to find the root causes to the point of understanding what was going on. They spent hours and hours on the phone, troubleshooting throughout the migration process. This was very impressive! Bishop could have stopped there and written it off as well, but they kept going."

**Michael Pawelak, IT Systems Engineer, Supervisor
Pierce County, Washington**

PIERCE COUNTY

Pierce County delivers essential, customer-focused government services with innovation and passion.

LOCATION

Tacoma, WA

INDUSTRY

Government

[Pierce County Website](#)

"They are a very proactive team... They coordinate everything for meetings; all we needed to do was show up."

Bishop Migration Services

Pierce County engaged with Bishop early 2015 and once the project began, Bishop supported the project over an eight month period, working very closely with Pierce County to complete the migration project. Bishop managed the process to get the project started, organized ongoing communications with Bishop's engineers through their Project Management Office team and addressed issues internally and with their vendor as they arose.

"Their PMO team did a great job of following up and getting all the issues that came up taken care of. They are a very proactive team and manage arranging meetings internally, with management when needed, and put it all together. They coordinate everything for meetings, all we needed to do was show up."

**Michael Pawelak, IT Systems Engineer, Supervisor
Pierce County, Washington**

Working With Bishop

“Working with Bishop and their teams was refreshing! As we were introduced to the Bishop team of engineers and project managers, we immediately recognized their level of expertise. They recommended the Archive360 email archive migration tool that was developed by software engineers who came from Mimosa NearPoint. They understood the intricacies of the archive system which is more critical than organizations may even realize as they consider moving their email environment to Office 365. At Pierce County, we understood our own email systems, we knew how to migrate the email, but we didn’t know anything about how to handle the archive.



During the course of the project, whenever we ran into email exceptions or needed to address an issue, there was no hesitation. We worked directly with Bishop’s support team who also put us in direct touch with their migration tool developer, which was tremendous. It’s clear to see that Bishop has a solid relationship with their solution partner and that they’re on the same page when it comes to being responsive and resolving issues.

It’s nice to work with a company where you build relationships with the people you’re working with. When you build a relationship and you work with someone as a person, when things get tough and you run into issues, they’re much easier to take care of. The people at Bishop that I worked with are more personable than most companies which makes a challenging project more pleasant to work through.”

**Michael Pawelak, IT Systems Engineer, Supervisor
Pierce County, Washington**



Bishop Technologies, Inc., headquartered in Elgin, IL, specializes in Archiving, Data Migrations, Data Management and Cloud Infrastructure. We serve companies of all sizes in North America and have worked with nearly every industry in our 13 years of business. To meet clients’ growing requirements to cost-effectively manage, protect and leverage their data, our Solution Architects work with organizations’ stakeholders, in tandem with our Account and Project Management teams, to design and implement the best strategy. Our network of partners and vendors continue to evolve their technologies to bring the best on-premise, cloud and hybrid solutions to the market. We add value to organizations’ information systems by providing innovative technologies, established processes, an experienced team, and high-quality managed services. Bishop consolidates your IT initiatives by offering a vendor-neutral and comprehensive strategy to manage your organization’s most valuable data. Bishop: Keeping Your Data In Check™.

 <http://www.bishopit.com>

 [@bishop_tech](https://twitter.com/bishop_tech)



Archive360 is the leader in email archive migration software, successfully migrating more than 10 petabytes of data for more than 450 organizations worldwide since 2012. Archive2Anywhere™, the company’s flagship product, is the only solution in the market purpose-built to deliver consistently fast, predictable migration rates, with verifiable data fidelity and defensible chain of custody reporting. A global organization, Archive360 delivers its solutions through a network of specialist partners.

 <http://www.archive360.com>

 [@Archive360](https://twitter.com/Archive360)