

Email Migration

Hidalgo County

Prepared for Mike Garza



Zimbra to Ipswitch Migration Proposal and Statement of Work

Netmail certifies that this document has been authorized for release.

Date	Version	Change
May 24, 2017	OP-009861 - 1	Original
June 23, 2017	OP-009861 - 2	Proposal refresh
October 30, 2017	OP-009861 - 3	Revision to Indemnification clause



Executive Summary

Dear Mike,

Thank you for reaching out to Netmail regarding your migration from Zimbra to Ipswitch for 450 active email users at Hidalgo County. For over fifteen years, Netmail has built a reputation for efficient and successful data consolidation and email migration projects for counties and hundreds of other customers. Netmail currently manages over one million mailboxes in production. We currently have several clients in Texas and the South, such as Texas A&M University, Auburn University, University of Louisville, University of Alabama Health, City of Siloam Springs and others.

Netmail is able to achieve migrations with zero data loss, minimal impact to end users, minimal involvement of your internal technology team, and with at least 33% shorter project timelines than our competition. Netmail is able to achieve these results because of our proven single cutover methodology, our experience, and our software solutions specifically developed for various aspects of Zimbra migration projects.

Multiply migration benefits with Ongoing Backup, Governance, and eDiscovery

This strategy has been so successful in eliminating IT complexity, providing uninterrupted access to data, and eliminating downtime, that most of our migration customers remain with Netmail by using Cloud Archiving Services. As part of migration discussions, I look forward to explaining how you can multiply the benefits you gain during the migration with either an Cloud or On-Premise solution for ongoing data backup and compliance, collaborative eDiscovery with advanced search capabilities, and 100% guaranteed no data loss. Our solutions are policy-driven and easy to use, and because all data is stored in an open XML format, Hidalgo County will be able to change its email strategy at any time in the future—effectively ‘future-proofing’ your email system.

Building a plan together

The estimates we have provided in this proposal are based on information we have gathered so far. It is Netmail's highest priority to conduct detailed technical discovery in your email systems in order to refine the migration estimates and to build the most intelligent and customized project plan. As you continue to research efforts, risks and rewards, and costs associated with a possible migration project, we remain available for further discussions to ensure that you have everything you need in order to make the best decision with confidence.

Sincerely,

Rob Orosz

**Texas Territory Sales and Delivery Manager
Netmail Inc.**

Rob.Orosz@netmail.com

1.866.497.0101 ext. 263

Results of a Netmail Migration

Reduced Risks

By pre-processing data using a simple 3-step verification process provided by Netmail, you can ensure that there will be no surprises after your cut-over. Netmail accurately handles all of your data types.

Shorter Migration

We provide a detailed migration plan to kick off the project, do the hard work first, then finish up quickly. This methodology guarantees shorter project timelines and reduces costs dramatically.

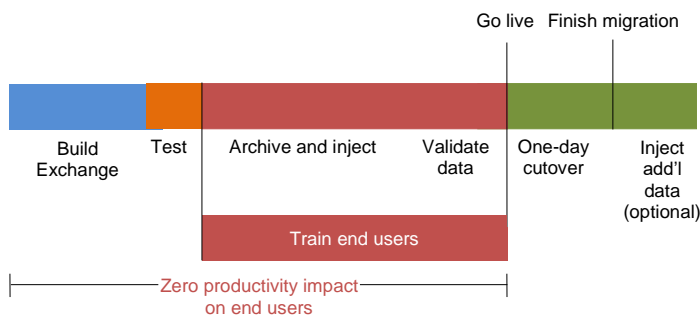
Less IT Resources Required

Automatic job scheduling and large load balancing capabilities offered by our migration software reduces the time and resources required on your side, so your IT team can get back to work faster

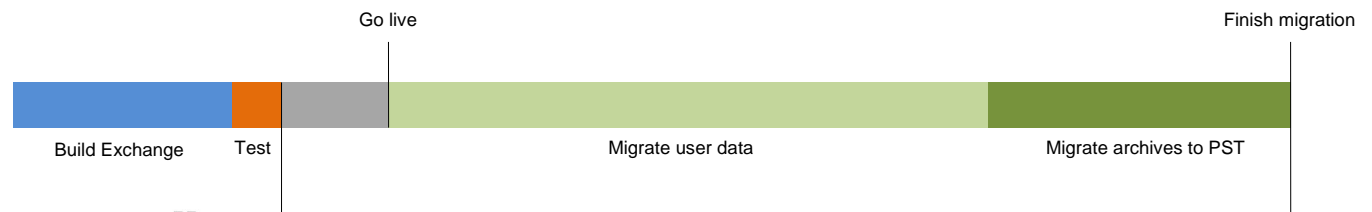
Minimized Disruption

The key to a successful migration is to make sure your end users are happy by minimizing disruption during the transition. Our tools, detailed project plan, ready-to-use email communications, thorough discovery, migration themes, and years of experience will ensure that your end users view the email migration as a very positive experience overall.

Timeline with Netmail Migrator



Timeline using non-Netmail strategy



Costs Fixed Price Costs

Remote Services – Fixed Price Costs	Price
<p>Zimbra to Ipswitch Migration</p> <p>Planning and Design</p> <ul style="list-style-type: none"> • Project & technical planning • Project meetings • SysPrep Doc, architecture and design • Kickoff <p>Deploy and Configure</p> <ul style="list-style-type: none"> • Software Installation and Configuration • Setup for Data Migration <p>User Acceptance Testing (Mock Migration)</p> <ul style="list-style-type: none"> • Mailbox data injection for UAT group • Remediation <p>Implementation</p> <ul style="list-style-type: none"> • Mailbox data collection & injection for an estimated (assumption of 1TB) • Remediation • Cutover • Provide final collection and Injection of email • 1 day of post-migration support • Help Desk Training • Includes Project Management <p>Includes:</p> <p>Netmail Migrator licenses</p> <ul style="list-style-type: none"> • Zimbra to Ipswitch migration toolset. • Netmail Migrator licenses are valid for 3 months from signature of contract. <p>All Phases include Project Management</p>	<p>\$19,200</p>
SUBTOTAL:	\$19,200

Payments for Fixed Price Costs

Milestone	Payment
Contract Signature	25% of Services - Fixed Price Costs
Completion of Netmail deliverables in Deploy and Configure	50% of Services - Fixed Price Costs
Completion of Netmail deliverables	25% of Services - Fixed Price Costs

Terms

- Proposal is valid for 30 days from issue date.
- Prices are in US dollars and do not include taxes.
- Payment terms are due upon receipt of invoice unless otherwise indicated.
- These services will have an expiration date of 6 months upon contract signature.
- All remote services will be provided on a pre-scheduled basis or within 72 hours of request should the customer initiate the request.

Statement of Work

The following outlines the Statement of Work (“SOW”) between **Netmail** (“Netmail”) and **Hidalgo County** (“Customer”), and is subject to the terms and conditions specified herein.

Contact Information

All formal communication about the project shall be communicated in writing to the project manager identified below.

Hidalgo County	
Project Manager:	TBD
Phone:	
Email:	

Netmail	
Project Manager:	Dena Kamel
Phone:	514-392-9220 ext. 255
Fax:	514-392-9120
Email:	Dena.kamel@netmail.com

Objective

On a Fixed Price basis, Netmail will provide:

- Review, setup, data migration, remediation and post-migration services as described in detail below.
- Migration Expert to perform migration of Email Data from Zimbra to Ipswitch for 450 Users (estimated 1TB)
- UAT (Mock Migration)
- Single Migration Cutover
- Provide Post Migration Support of up to 1 day
- Provide Mailbox Migration Statistics and flag anomalous accounts for remediation

Address books, calendar items, and tasks are not migrated.

All services will be performed remotely. Hardware requirements will be determined during a discovery and planning session.

General Customer Responsibilities

- VMWare Infrastructure: Setup, configuration and management
- Provide access to systems and/or logs for health review
- Have sufficient storage available for project
- Network Infrastructure: Management of firewalls, routers and switches, DNS records, internal and external
- Identify test accounts and test messages
- Provide timely migration and UAT feedback
- Report to Netmail any known issues with system, data collection or data accessibility
- Communication to organization's end-users

Fixed Price Deliverables

Planning and Design

Netmail Responsibilities

Activity	Covering
Planning	Provide planning services for the Migration of Zimbra to Ipswitch including: <ul style="list-style-type: none"> • Risk Analysis Document • System Preparation Document • Migration Analysis Spreadsheet • Project tasks & timelines
Project Management	Provide a project management resource to meet with customer on request during the duration of the project to: <ul style="list-style-type: none"> • Record & Address issues • Schedule or allocate Netmail resources

Customer Responsibilities

Activity	Covering
Project Management	Provide a project manager for the project and conduct weekly meetings with Netmail Project manager.
Planning Review	Review all planning and requirements documents and identify any requirements that cannot be met or that may impact the project. Review the System Preparation Document and Migration Analysis Spreadsheet

Deploy and Configure

Netmail Responsibilities

Activity	Covering
Software Installation	Install Netmail Migrator Software for Zimbra Install Netmail Migrator Software for Ipswitch
Configuration	Configure Software Setup Netmail Migrator policies and jobs to perform collection of all message data from live active mailboxes Setup Netmail Migrator policies and jobs to inject email into Ipswitch Inbox
System Validation	Netmail will perform testing and validation to ensure system is functional and ready for archive. <ul style="list-style-type: none"> • Provision User accounts in Ipswitch for 10 users • Migrate live data into Ipswitch Mailbox for 10 mailboxes <ul style="list-style-type: none"> ○ Mailboxes limited to <2GB each

Customer Responsibilities

Activity	Covering
Data Preparation	Customer will ensure all accounts to be migrated are active and visible in system Customer will address any issues where Zimbra mailbox folders are improperly located Provide complete Zimbra check logs
System Access	Setup Access Account in eDirectory, Active Directory, Zimbra and Ipswitch
User Creation	Create all accounts to be migrated in Active Directory and synchronize them
Systems	Provide all hardware/virtual systems installed and patched as per Netmail System Preparation document

User Acceptance Testing (UAT)

This will be a mock migration with no coexistence.

Netmail Responsibilities

Activity	Covering
User Acceptance Testing (UAT)	Netmail will collect and inject data for the UAT Group, which will not represent greater than 10% of the total Zimbra user community.

Customer Responsibilities

Activity	Covering
User Acceptance Testing (UAT)	The customer will identify to Netmail the users that will be part of the UAT group. The customer will present feedback to Netmail about the UAT group during the same week.

Implementation

Netmail Responsibilities

Activity	Covering
User Mapping / Account Linking	Run the tools to link existing Zimbra Archive accounts with new Ipswitch Accounts
Archiving	Run and monitor the Archiving jobs to ensure successful capture of all live mail data by Netmail Migrator from Zimbra live mail and resource accounts, estimated at 1TB
Data Migration	Run and monitor injection jobs which push all archived data into Ipswitch. Data will be migrated from newest to oldest messages based on creation date until these thresholds are met. Excluding the migration of Trash/Junk Mail and frequent Contacts Address Book
Helpdesk	Provide basic Helpdesk Training prior to weekend cutover (2 hours) to identify what users should see and typical migration issues to be expected.
Cutover	<ul style="list-style-type: none"> • Run final data collection for users from Zimbra • Run final injection for users into Ipswitch • Inject contacts and future appointments • Monitor data migration and report errors • Process any missing data or fix reported issues
Post-Migration Support	Provide 1 day of dedicated post-migration assistance.

Customer Responsibilities

Activity	Covering
User Lists	Customer will be responsible for providing accurate user lists of accounts to be migrated and tracking all new and deleted accounts during the migration project.
Helpdesk	<ul style="list-style-type: none"> • Organize Helpdesk team and create training schedule • Lead the training classes with help from Netmail • Run and manage the helpdesk ticket tracking system
Mail Routing and Access	<ul style="list-style-type: none"> • Reconfigure systems to deliver email to Ipswitch • Disable client access to Source e-mail system
Post-Migration	<ul style="list-style-type: none"> • Assist Netmail in defining post-migration logistics • Providing escalation and ticket tracking process • Identifying all missing users
Communications	Customer will be responsible for all end user communications

Project Management

Item	Covering
Project Management	<p>Netmail will provide project planning and project management services for the duration of the project.</p> <ul style="list-style-type: none"> • Project Kick-Off Meeting to discuss project and roles & responsibilities • Weekly Project Status meetings (up to 60 minutes per week) • Issue resolution tracking • Project Plan Creation and management • Project Closure Call

Out of Scope

- PSTs
- Ipswitch deployment
- Netmail Co-existence
- Migration of address books, calendars and tasks
- Distribution lists
- Customer program management
- Project management of non-Netmail resources
- Hardware/storage/infrastructure acquisition and management
- Procurement, installation and configuration of all software not defined in this Statement of Work
- Network configuration and monitoring
- Network bandwidth validation and testing
- Internal change management process
- All workstation software deployment
- End user communications and coordination
- End user training
- Health, management and maintenance of messaging systems or archives
- Customization of any software tools being used in this project
- Processing any data located on workstations

Architecture

Server requirements will be defined and discussed during a discovery session.

Assumptions

- 450 mailboxes on Zimbra with an estimated 1TB of data
- Internet connectivity is 1Gbps
- Address books, calendar items, and tasks are not migrated.
- If the available WAN links and performance do not allow for the preferred injection speed(s), the project timeline, and consequently the costs, will be affected.
- The Ipswitch system will be deployed and migration-ready before Project Kickoff. Netmail assumes the host messaging system is in a healthy state of repair with respect to communications, indexes and data integrity.
- The customer will obtain all required Ipswitch licenses.

- Netmail cannot guarantee 100% migration of data, due to potential issues involving the source content, including potential corruption.
- Unless specified in deliverables section, no workstations will be touched, upgrades or otherwise modified with exception of remote point of access.
- All data backups are the customer's responsibility.

Additional Customer Responsibilities

Customer shall provide the following:

- Be available to schedule and participate in meetings and progress reviews.
- Help resolve project issues, and escalate as necessary.
- Appoint and make available a project manager to work with Netmail for the duration of the project. (This person must have authority to act on behalf of the Customer.)
- The customer will make available 1 technical person to provide assistance to the consultant who is knowledgeable about systems and can provide access and initiate modifications if required.
- Furnish Netmail consultant with information and data on Customer's operations, activities, and existing systems, as reasonably required to achieve the project objectives.
- Ensure Netmail consultants have necessary security access to networking systems and Customer's facilities during the performance of Services.
- Unless otherwise stated in deliverables, customer will provide all storage devices configured and available for access with adequate storage space as per Netmail specifications and recommendations.
- Unless otherwise stated Customer is responsible to provide all hardware required for the project installed in production facilities with power, network access, and Operating system fully installed and patched as per Netmail specifications.
- Customer shall be responsible for all network and communications infrastructure including but not limited to circuits, routers, switches and cabling.
- Customer is responsible for the back up and restoration of all computer systems.
- Customer will be responsible for the support and ongoing maintenance of the operating systems and hardware associated with the installation in this agreement.
- Customer is responsible for providing a 'remote access' point to their network, should Netmail perform services off-site, remotely or dedicating a resource to monitor connectivity with MA supplied web based access.

Delivery of services depends on, among other things, the following:

- The customer's ability to provide accurate and complete information, as needed.
- The customer's timely and effective completion of the responsibilities, as identified in this SOW.
- The accuracy and completeness of the assumptions
- Timely decisions and approvals by the customer's management.
- The customer's completion of site readiness activities (if applicable).

Signature

1. Hidalgo County accepts End User License Agreement:
<http://help.netmail.com/display/Support/End+User+License+Agreement>
2. Hidalgo County accepts Additional Services Terms and Conditions:
<http://help.netmail.com/display/Support/Additional+Services+Terms+and+Conditions>

The following exception has been requested.

EXISTING TEXT:

2. Indemnification

Customer agrees to defend, indemnify and hold harmless Netmail and its representatives, agents, employees, subcontractors, officers, directors and others for all claims, losses or other liability or proceedings arising out of: (a) Customer failure to obtain permission for Netmail to access and use the system (including but not limited to hardware, software, utilities, databases and their contents and all other components) that Customer asks Netmail to work on; (b) Customer failure to obtain the appropriate license or other intellectual property rights necessary to permit Netmail to perform the Services; and (c) the effect, if any, on Customer third-party product warranties caused by having Netmail perform service on such third-party products. The Limitation of Liability in Section 1 above does not apply to Customer obligation to indemnify Netmail and others under this section.

REVISED (Changes in bold)

2. Indemnification

Customer agrees to defend, indemnify and hold harmless Netmail and its representatives, agents, employees, subcontractors, officers, directors and others for all claims, losses or other liability or proceedings arising out of: (a) Customer failure to obtain permission for Netmail to access and use the system (including but not limited to hardware, software, utilities, databases and their contents and all other components) that Customer asks Netmail to work on; (b) Customer failure to obtain the appropriate license or other intellectual property rights necessary to permit Netmail to perform the Services; and (c) the effect, if any, on Customer third-party product warranties caused by having Netmail perform service on such third-party products, **to the extent permitted under the Constitution and laws of the State of Texas**. The Limitation of Liability in Section 1 above does not apply to Customer obligation to indemnify Netmail and others under this section.

Please make payment to Netmail Inc.

Please initial one of the following:

Hidalgo County issues purchase orders, purchase order will contain reference number OP-009861. Terms of purchase order will be superseded by this agreement. If available at this time, Purchase Order number is _____

Hidalgo County does not issue purchase orders. Nonetheless, Hidalgo County agrees that this is a valid contract and that Netmail may use this contract as a reference for future communication.

Please fill in total Purchase Amount: **\$19,200**

I agree to all pages in this contract. I am an authorized agent to sign and execute this contract on behalf of Hidalgo County.

Signature
Printed name and title
Date

Please send a copy of this signed page to your sales representative by email OR fax to (514) 392-9120.

Why Netmail?

Netmail has a track record of well planned and well executed migrations. Due to stringent compliance and uptime requirements, our customers are very demanding in terms of data integrity and fidelity – there is simply no room for errors during the migration.

We understand Zimbra better than anyone. Netmail has deployed more enterprise archiving solutions for Zimbra than any other vendor with over 1.5 million mailboxes in active production. Our development talent runs deep and we're fully certified for all versions of Zimbra, including Zimbra. If we cannot migrate something, nobody else can. But often what competitive solutions fail to migrate, we'll manage with absolute success.

'Future-proof' your email system. Soon, your organization will be using Ipswitch for its email collaboration system. Sometime in the future, this could change, in the event that you migrate to another cloud solution. Netmail Archive allows you the freedom and flexibility to change your email strategy in the future by creating a platform-independent data repository. Netmail Archive will store your data in the platform-independent XML format, in order to 'future-proof' your email system.

Netmail provides a complete migration experience. We have a simple, comprehensive and proven methodology that covers the migration process end-to-end. This includes change management, project planning templates, scheduling tools, end-user communications plans & Outlook training for ex-Zimbra users. The result is a zero-risk, low stress and quality migration that scores high with end users.

MILLIONS OF MAILBOXES MIGRATED Exchange and Office 365

