Case Study: SILCA Employed GSX Monitor & Analyzer to Move Crédit Agricole Users from IBM Domino to Microsoft Exchange

New Report Details How GSX End-User Orientation Assures Smooth Migration at Crédit Agricole

BOSTON – Dec. 3, 2014 — GSX Solutions [www.gsx.com], the global leader in proactive, consolidated monitoring and reporting of enterprise collaboration environments, including Microsoft Exchange, Microsoft Lync, Microsoft SharePoint, BlackBerry Enterprise Server (BES), and IBM applications, today announced the publishing of a case study detailing how the IT division of Crédit Agricole employed GSX Monitor & Analyzer to help move its users from IBM Domino to Microsoft Exchange.

SILCA, the IT division of Crédit Agricole, the largest retail banking group in France, had the challenging task of porting 16,000 mailboxes, with a goal of 40,000 by the end of the year, in an effort to optimize costs. It needed a common solution that could track end-user performance and simultaneously monitor, test, report and diagnose problems for both the old Domino environment and the new one with Exchange 2010, as well as Exchange 2013.

The bank had used Quest Spotlight from Dell for monitoring Exchange and GSX's solution for Domino. But since GSX offered a multi-platform approach from a single user interface with a click-and-use approach, SILCA decided to use it to monitor the Exchange environments, as well. Administrators found that GSX's agentless, performance-testing engine enabled them to repeatedly simulate end-user actions to assure that the SLA of 99.9 percent was always reached.

According to Nguyen Vo Tam, IT manager for collaboration tools, the end-user simulation was key. "It really simulates in real-time the major actions of a user. We set this up once at the configuration level and the intuitive, remote GSX user interface gave us access to the health of our applications in seconds—so you instantly know if something does not work as expected."

SILCA case study available online

The full SILCA report and other GSX case studies are available online at:

http://www.gsx.com/case-studies.

About GSX Solutions
GSX Solutions monitors collaboration projects and hundreds of millions of mailboxes worldwide. Whether on-premises, in the cloud, or hybrid, GSX is the global leader in proactive, consolidated analysis and management of enterprise collaboration and messaging environments, including Microsoft Exchange, Office 365, SharePoint, Lync, BlackBerry Enterprise Server and IBM Notes. GSX Solutions is a Microsoft Systems Center Alliance Partner, and a Microsoft Silver Partner on Messaging and Server platform competencies. For more product information and partner opportunities, please visit www.gsx.com.

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