

The in-house use of coexistence tools as a bridge between the two leading email systems on the market is a frequent requirement. Application scenarios arise in the context of „Merger & Acquisition“, but also in situations where a short-term harmonization of the different email systems is not possible. This results in a temporary or permanent coexistence of both email systems. Incompatibilities in the mailing and in the calendaring have to be eliminated.

There are not many tools on the market that cover the requirements set here. The Coexistence Manager for Notes (CMN) from Dell (formerly Quest) is in our opinion the most powerful of these tools. The CMN runs extremely reliably even in large environments. The scalability is optimal. On the Microsoft side, it handles both Exchange installation on premise and Office365 in the cloud.

holistic-net has successfully installed this tool in environments with over 100,000 users. However, the architecture of the coexistence construct and the installation are not trivial. A watertight model of the coexistence topology is needed, embedded in the existing infrastructure in both email worlds of the company. The coexistence infrastructure must be scaled appropriately. Usually, many firewalls on both sides have to be bridged. The existing mail routing has to be examined precisely and replaced by an adequate routing with integration of the coexistence infrastructure. Certificates must be rolled out. Address lists on both sides must be provisioned or at least adjusted. It's necessary to understand the architecture of the CMN completely and in all details in order to decide which structure is functional.

A monitoring of the operation is essential. Processes on how the user updates on both sides have to be carried out must be defined, in order for the coexistence to work reliably even across further changes.

Dell/Quest CMN Free & Busy Connector

