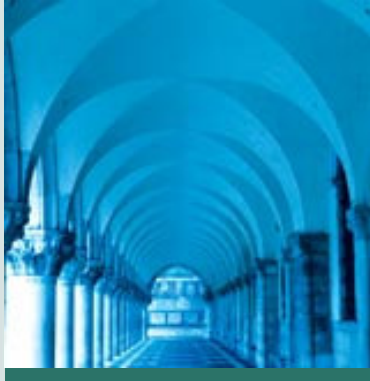


Case Study

Daiwa Securities America, Inc.

Microsoft Exchange Server 2003 Upgrade



THE
HENSON[®]
GROUP



Project Vitals

Industry: Securities Brokerage

Customer Profile: Daiwa Securities America Inc. was formed in 1964 as a wholly owned subsidiary of Japanese banking interest Daiwa Securities Co. Ltd.

Business Situation: Daiwa Securities America Inc needed an upgrade to Microsoft Exchange Server 2003 to increase performance in its messaging environment.

Solution: The Henson Group devised an upgrade strategy for Daiwa Securities America intended to take advantage of many of the benefits to upgrading to Exchange Server 2003.

Results: The Henson Group successfully achieved and exceeded the goals of Daiwa Securities America. Prior to this upgrade, Daiwa Securities reported a variety of issues hampering supportability and availability. Today, in a custom-configured Exchange Server 2003 environment, Daiwa Securities reports that those issues are non-existent.

Award-winning Microsoft Gold Certified Partner **The Henson Group, Inc., (THG)** managed a challenging upgrade to Microsoft Exchange Server 2003 for Daiwa Securities America Inc. to enhance performance in the client's messaging environment.

BUSINESS SITUATION

Daiwa Securities America Inc. was formed in 1964 as a wholly owned subsidiary of Japanese banking interest Daiwa Securities Co. Ltd.

Daiwa Securities America had Microsoft Exchange Server 5.5 in place to support the messaging environment. While Exchange 5.5 served a valuable role for the investment bank, the company's IT executives were aware that an upgrade to Exchange Server 2003 would substantially increase performance of its messaging environment.

However, to exacerbate the situation, Daiwa Securities America had been experiencing performance issues with its 5.5 environment, including emerging difficulties with email delivery and management latency. (Eventually, The Henson Group attributed these issues with general slowness to Disk Storage Performance shortcomings.)

Meanwhile, Daiwa Securities America continues to grow its North America operations at a rapid pace. To facilitate this growth, Daiwa Securities America came to the realization that it would need to upgrade to Microsoft Exchange Server 2003, even if the performance issues did not exist. (Among other reasons, Microsoft discontinued support for the 5.5 product at the end of 2005.)

SOLUTION

The Henson Group devised an upgrade strategy for Daiwa Securities America intended to take advantage of many of the benefits to upgrading to Exchange Server 2003, including:

Full Active Directory directory service integration In Exchange Server 2003, the Exchange organization covers the whole Active Directory forest and easily spans multiple domains. All recipient and mailbox information is stored in Microsoft Windows Server 2003 Active Directory. This information is automatically replicated with user account information.

Improved deployment flexibility Exchange Server 5.5 restricts moving and renaming objects at Daiwa Securities because configuration information is tied to the Exchange Server 5.5 directory service on a particular server. In Exchange Server 2003, the configuration information is tied to the user account or Exchange server objects in Windows Server 2003 Active Directory.

Improved database architecture Exchange Server 5.5 provides a single set of message databases. You must partition your users and data at the server level. With Exchange Server 2003, The Henson Group was able to offer Daiwa up to four storage groups for fine-grained management of its backup Windows and mailbox store policies.

Improved Internet e-mail integration The native Exchange Server 5.5 mail transport protocol is based on the X.400 standard and requires the use of the Internet Mail Service for limited Simple Mail Transfer Protocol (SMTP)



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support. Exchange Server 2003 natively uses SMTP and supports Extended Simple Mail Transfer Protocol (ESMTP) features, such as 8-bit Multipurpose Internet Mail Extensions (MIME) support, Kerberos and NTLM authentication, improved throughput by using SMTP pipelining, and ETRN message queuing and dequeuing functionality.

Improved hardware and bandwidth usage Because of protocol, bandwidth, and storage limitations, Daiwa's Exchange Server 5.5 solution frequently require many servers. Exchange Server 2003 now provides Daiwa support for server consolidation and clustering scenarios.

Storage options In Exchange Server 5.5, mailbox databases must be located on locally attached volumes, such as a direct access storage device (DASD) or a shared Storage Area Network (SAN). With Exchange Server 2003, Daiwa now has more flexible storage options.

RESULTS

Daiwa Securities Americas' upgrade involved moving 250 users, with an average mailbox size of 75 megabytes, with approximately 10% of users exceeding 500 megabytes.

The Henson Group successfully achieved and exceeded the goals of Daiwa Securities America. Prior to this upgrade, Daiwa Securities reported a variety of issues hampering supportability and availability. Today, in a custom-configured Exchange Server 2003 environment, Daiwa Securities reports that those issues are non-existent.

Specifically, before the migration to Exchange 2003 from Exchange 5.5, Daiwa Securities weathered various issues associated with mailbox storage limits that were growing increasingly inadequate for users' needs. Such limitations were the cause of several complaints and performance drop-offs. Therefore, The Henson Group not only increased mailbox storage limits for each individual user, but implemented a methodology for enabling the client to accommodate a much larger user base moving forward.

In addition, mailbox response time was also an issue The Henson Group resolved. Previously, response time was well above acceptable standards, mired in the range of 90 to 120 milliseconds. Now, Daiwa Securities is reporting a dramatic decrease in response time down to an average range between two and to 10 milliseconds. (Less than 20 milliseconds is the generally accepted industry standard for disk latency.)

Meanwhile, The Henson Group leveraged the Active Directory Connector (ADC) to synchronize the Microsoft Active Directory directory service from Microsoft Exchange Server 5.5 to Microsoft Exchange Server 2003. (ADC is made up of several components: Connection Agreements that define what data replicates, a service that runs the defined Connection Agreements, and a Microsoft Management Console (MMC) that you can use to manage and to configure the Connection Agreements. Specifically, there are three types of Connection Agreements: recipient Connection Agreements, public folder Connection Agreements, and configuration Connection Agreements.)

Lastly, with this upgrade, Daiwa Securities will now be able to take advantage of various other benefits. Among those benefits include the ability to have multiple storage groups designed in accordance with the company structure. With the Front End/Back End Exchange servers working in conjunction with the firewalls, Daiwa can experience heightened security for their server infrastructure. Programs such as ExDeploy and ExMerge assist in maintenance control. In terms of e-mail options, this upgrade filters junk mail more efficiently. Since there is a decrease in the amount of servers, the company will experience less fragmentation. Overall, this upgrade introduces an overall higher quality of management and reliability.

About The Henson Group



Founded: June, 2000

Headquarters: New York City

Consultants: 37 (including both full-time and part-time professionals)

Partners: MS, HP, IBM, Cisco, AviCode, Dell, EMC, eXc Software, K2.net, Netscaler, Network Engines

Certifications: Microsoft Gold Certified and Cisco Certified

Official Microsoft Competencies:

Advanced Infrastructure Solutions
Business Process and Integration
Data Management Solutions
Information Worker Solutions
Learning Solutions
Networking Infrastructure Solutions
Security Solutions

History: Founded by former Microsoft employees from the development teams in Redmond and Microsoft Consulting Services

Consultants: All MS Certified, most former Microsoft engineers, and each have a minimum of three years of vertical-specific experience

Annual Client-Retention Rate:
(2000 through 2005) 98%

Annual Client-base Growth:
(2000 through 2005) 50%

Company Description: THG is an award-winning Microsoft Gold Certified Partner specializing in deploying Microsoft technologies for U.S. and international companies across 20 industry categories.

Founded by former Microsoft employees from the development groups in Redmond and Microsoft Consulting Services, THG offers clients direct access to Microsoft's product groups and technical information often not publicly available.

THG's competencies include .NET application development, infrastructure deployments, Line-Of-Business solutions, security, product training, and strategic consulting.

Delivering projects in a fraction of the time it takes competitors, THG's proprietary project management process and attention to detail consistently produces a 98% client-retention rate.

Everywhere clients need THG to be, the consultancy has operations, engineers, and partners located in countries around the world.

To learn more about THG, please visit www.HensonGroup.com. For more information on how THG can deploy this type of solution in your environment, please call 800.980.1130 or e-mail Info@HensonGroup.com.