

Hickory Farms Migrates to Microsoft Office 365 Quickly and Seamlessly with Tools from Quest Software

Hickory Farms, the nationally known specialty food company famous for its savory sausage and creamy cheeses, needed to migrate quickly and seamlessly to Microsoft Office 365 so Hickory Farms turned to Bennett Adelson and Quest Software.

The Challenge

Hickory Farms moved from an on-premises Microsoft Exchange system to another suite of online tools for email, calendar, documents and more. However, after experiencing integration challenges in its first year on that platform, the company decided to explore other cloud-based options.

Hickory Farms learned about Office 365 from its former Microsoft representatives, and liked what it saw. The company decided to move to Office 365, but needed to do so quickly.

Hickory Farms recognized that a consultant could help them to meet this tight schedule. Microsoft suggested Bennett Adelson and their Office 365 Migration SWAT Team based in Cleveland, Ohio, near the company's Maumee headquarters.

The Quest Solution

Bennett Adelson quickly recognized the need for specialized migration tools to transfer all of Hickory Farms' data. One particular concern was the migration of calendar information from the existing platform. Through its working relationship with Quest Software, Bennett Adelson learned about Quest OnDemand Migration for Email, which can securely transfer email, contacts and calendar items from cloud-based suites and Exchange Servers to Microsoft Office 365. The software can also filter data to migrate only what is needed, re-migrate data without creating duplicates, and easily monitor what has and has not been migrated in real time.

Since Hickory Farms was facing a tight timeline, the migration team was particularly pleased that OnDemand Migration for Email supports multiple, simultaneous migrations from the same machine. The product is easy to use and cloud-based, which gave Bennett Adelson additional confidence that the team would meet Hickory Farms' deadline.

"The product interface of OnDemand Migration for Email is extremely user friendly; creating the tab-separated value file and using it to create a migration list is a snap," reported Barry Thompson, senior migration specialist at Bennett Adelson. "The best feature about the product is that it is a cloud-based, so there is no worry about a dedicated, on-premises piece of hardware. If there are power or network interruptions, a migration can keep moving without problems."

"We were looking for a solution to migrate our organization to Microsoft Office 365 quickly and without any disruption of service. Bennett Adelson and Quest Software made our migration painless and met our tight timeline; the project was a big success."

— Jeremy Mahler
Director of Technical Operations
Hickory Farms

OVERVIEW



Headquarters

Maumee, Ohio

Services

Marketer of specialty foods and holiday food gift baskets

Critical Needs

To migrate to Microsoft Office 365

Solution

OnDemand Migration for Email

Results

- Delivered complete and accurate migration within one-month deadline
- Ensured company had new software for peak shopping season

CASE STUDY

The Bottom Line

Using OnDemand Migration for Email, Bennett Adelson successfully transitioned Hickory Farms' users and their data to Office 365 on schedule and without interruption of service. "We were looking for a solution to migrate our organization from another cloud-based email system to Microsoft Office 365 quickly and without any problems," said Jeremy Mahler, director of technical operations, Hickory Farms. "Bennett Adelson and Quest Software made the process painless and met our tight timeline. The project was a big success."

Bennett Adelson was also pleased with how Quest kept the project moving when there was a problem. "At one point, some calendar items were not being migrated from the existing applications," said Thompson. "We brought this to the attention of Quest developers, who discovered the need to tweak the software functionality. They quickly pushed out an update that fixed the issue and allowed the migration to continue."

Meeting the one-month deadline was critical for Hickory Farms. "If we couldn't complete the process in time, Hickory Farms would have had to postpone the migration for an entire year," explained Nate Kurash, account executive at Bennett Adelson. "That would have meant a less-than-ideal operating environment for their critical holiday season, which was quickly approaching."



About Bennett Adelson

Bennett Adelson is a strategic services partner that helps Microsoft's core enterprise customers to envision, evaluate, implement, and deploy Microsoft technology successfully throughout their environment and the cloud. Winner of Microsoft 2011-2012 Partner of the year, Heartland District. For more information about Bennett Adelson, go to www.BennettAdelson.com.



5 Polaris Way, Aliso Viejo, CA 92656 | PHONE 800.306.9329 | WEB www.quest.com | EMAIL sales@quest.com

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About Hickory Farms

Hickory Farms was founded in 1951 in the pastoral farm country of Ohio. For the past 60 years, Hickory Farms' commitment to personalized service and the legendary quality of its products have kept the company popular on holiday gift lists everywhere.

Shoppers can find the company's savory sausages, creamy cheese and other specialty foods in catalogs, in leading supermarkets, and in retail shopping centers throughout the holiday season. For more information, visit www.hickoryfarms.com.

About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for [administration and automation, data protection, development and optimization, identity and access management, migration and consolidation,](#) and [performance monitoring,](#) go to www.quest.com.