

Scenario	Unison Systems planned and executed a large email platform migration for the largest ISP of a telecommunications client.
Triggering event	Unison’s telecommunications client broadband customer base was on a legacy email system using infrastructure owned and operated by a third party. The service provider contract was coming to term and the client decided to build their own platform.
Actors	Unison Systems project staff included 30 team members (in partnership with HP consulting) consisting of Program Managers, Project Managers, Identity Management Engineers, LDAP/SSO Engineers, Data Architects, Data Analysts, Business Analysts, SQL Developers, DBAs, System Admins, etc.
Stakeholders	The stakeholders within the telecommunications client were the High Speed Internet business unit along with the National Engineering and Technical Operations organization. Executive leadership was fully vested on the project due to its importance, scope and potential customer impact.
Summary	<ul style="list-style-type: none"> • Unison Systems conducted a comprehensive architecture, platform and toolset selection study in order to develop strategic recommendation covering business process re-engineering, technical platform, environment and toolset selection, as well as preparation of approach and roadmap that served as basis for the general project plan. • The scope of this email migration included server enhancements across six data centers in the US; A brand new single-sign-on authentication, authorization and entitlements system for primary and secondary email account holders. • Data migration included 75 million email accounts with 2 years of email history, as well as their respective mailbox preferences, contacts lists, etc. • Approximately 25 million users nationwide currently use the new email platform.
Benefits	<ul style="list-style-type: none"> • Operating the clients own ISP platform. • Achieving high performance on single sign on authentication, authorization, entitlements and federated credentials. • Expense reductions and operational efficiencies resultant from enhanced messaging infrastructure.