



General Communications, Inc.

Industry

Communications

Services

- Technology implementation planning
- Directory services upgrade
- Messaging architecture
- Windows platform upgrade
- Infrastructure security

Benefits

- Scalable network and messaging infrastructure.
- Interoperability between domain management and workstation management.
- Enhanced ability to integrate with Sarbanes-Oxley compliance tools.
- Improved security delegation across the administrative staff.
- Enhanced security and stability of messaging environment.
- Greatly enhanced mobile access to messaging environment for mobile work staff.

Key Microsoft technologies

- Windows Server 2003
- Active Directory
- Exchange Server 2003
- ISA 2004
- Quest Software Domain Migration Wizard

Infrastructure upgrade supports high customer service expectations

Founded in 1979, General Communications, Inc. (GCI) introduced long-distance competition to Alaska and has since grown to be one of the nation's premier integrated telecommunication providers. Headquartered in Anchorage, GCI provides a full range of services that includes local and long distance, cable, Internet, and wireless. The company employs 1,200 Alaskans and has current annual revenues of \$400 million.

To support its significant growth and to continue to provide premier service to customers, GCI selected the EMC® Microsoft Practice to assist with a major infrastructure and messaging environment upgrade. GCI had already made its technology decision with regard to Microsoft Windows Server 2003, Windows 2003 Active Directory, and Exchange Server 2003, and called upon EMC to provide architecture design and migration experience to help it build an infrastructure that could be leveraged now and in the future.

A successful directory services and messaging migration

Faced with many challenges, GCI was feeling the pressure to ensure Sarbanes-Oxley compliance, provide a more secure and stable infrastructure, control and secure a tighter administration delegation model, and manage a more secure and stable messaging environment. Over the years, GCI's environment had gradually grown to include four domains and its messaging environment was bursting at the seams on older technology.

The EMC Microsoft Practice team evaluated GCI's existing NT 4.0 and Exchange 5.5 environment and recommended single-forest/single-domain directory services and an intra-organization migration of the Exchange environment. The upgrades consisted of directory services from NT 4.0 to Windows Server 2003 Active Directory, messaging from Exchange 5.5 to Exchange Server 2003, Internet access and caching, and a new implementation of ISA 2004.

"The Exchange/Active Directory project was one of the most successful projects GCI has ever done," says Jim Dunlap, vice president of IT.

Over a four-month timeframe, EMC led GCI through a complete directory services and messaging migration that included: Consolidating four domains into one; migrating 2,970 user and service accounts to the new domain; migrating 241 servers from four domains to the new one, migrating 1,580 workstations from two domains to the new domain; migrating 2,095 mailboxes from Exchange 5.5 to Exchange 2003; and implementing ISA 2004 to support Outlook Web Access, Outlook Mobile Access, and RPC over http.

“The Exchange/Active Directory project was one of the most successful projects GCI has ever done.”

Jim Dunlap, Vice President of IT

These significant milestones provided a launch pad for GCI to aggressively move forward in the implementation of such applications as CSG Kenan FX, Microsoft Operations Manager, and Microsoft Systems Management Server, which will use this infrastructure and provide significant value add to the business. The administrative staff also can begin implementing new products and technologies on an updated, stable, and secure infrastructure.



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Customer Profile

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