

# Case Study: Migrating Encrypted Messages



## The Basics: Migrating Encrypted Messages

Our client, a global leader in security software, prides itself on innovation. So, it makes sense that their migration to the cloud would require some innovation and creative problem-solving. They were looking to move from on-premises/cloud Exchange (Office365) to Google Workspace, a cloud-based system by Google (includes Gmail and Google Calendar).

**Migration Type(s):** On-Premises to cloud, Email and calendar

**Source:** On-Premises Microsoft Exchange (O365)

**Target:** Google Workspace

**Data Volume:** 10,000+ users / 200+ TB of data

**Tools/software used:** ArchiveMASH™ + modifications

## Client Profile

**Industry:** Software

**Size:** 10,000+ Employees

**Revenue:** \$4.8 Billion

**Headquarters:** Austin, Texas

**The Goal: Migrating 10,000+ users and 200+ TB of encrypted data from on-premises Microsoft Exchange to Google Workspace.**

## The Roadblocks: Expired Encryption Certificates

The migration was not going to be simple. The client faced:

**A large volume of data in encrypted mailboxes with expired encryption certificates. Google rejects any messages with expired certificates.**

**Requirements for zero data loss, full fidelity, and a tight timeline.**

**Complex calendar structures, including recurring meetings, shared calendars, and resources.**

For a client with years of encrypted emails, the combination of policies effectively locked their data out of their new home with Google Workspace.

At the surface, this migration seemed like an impossible task, and standard migration tools couldn't bridge the gap. But the risks of business disruptions, massive levels of frustration, and implications for eDiscovery and data compliance meant the client needed a solution.

## Bluesource Steps In

The client had faced delays and setbacks when a Google-recommended migration vendor failed to deliver. They were looking for a migration expert they could rely on. Luckily, a member of their team had worked with Bluesource at a previous job and made the necessary introductions.

Complex migrations are nothing new to Bluesource. Even though ArchiveMASH™ couldn't fully address this encryption scenario going to Google, we've tackled similar edge-case workflows before, so we built the enhancements needed to overcome it.

# Case Study: Migrating with Encrypted Messages

## The Solution: Software Innovation

The tools in the market didn't work the way we needed, so what did we do? Build something new. Not completely new ... we just needed to update our connector to meet this specific need. The Bluesource team are true masters in what the market calls "Edge Cases," the unusual or unique situations where something doesn't work quite the way you need it to. In under three weeks, our team provided a full end-to-end proof of concept for this software update to address and move quickly through all the roadblocks. One week later, we were in full production.

## Software Capabilities

The modifications enabled our software to:

1. Identify the blocked encrypted emails
2. Decrypt messages using the expired certificate
3. Convert messages into standard EML files
4. Migrate everything to Google using their API

*"This migration forced us into problem-solving mode. Within just two weeks, our team reconfigured and tested a new workflow in a full proof-of-concept, enabling ArchiveMASH to identify, decrypt, convert, and migrate Microsoft Exchange data to Google Workspace at scale using a historical catalogue of over 25,000 certificates.*

*The result spoke for itself, the project was a success, with over 10,000+ users migrated in just eight days."*

– Tom Loundsbury, Director of Business Development at Bluesource.

Detection and Processing	Mail Migration	Calendar Migration
<ul style="list-style-type: none"><li>• Supports pre-migration decryption</li><li>• Preserves integrity and compliance metadata even when content remains encrypted</li></ul>	<ul style="list-style-type: none"><li>• Extracts from on-premises Microsoft Exchange</li><li>• Handles messages encrypted via Entrust</li><li>• Preserves metadata, folder structure, timestamps, and flags</li></ul>	<ul style="list-style-type: none"><li>• Accurate translation of recurring meetings, shared calendars, and resources</li><li>• Maintains organizer/attendee relationships</li><li>• Converts O365 calendar data into Google-native formats</li></ul>

## The Results: Success on Schedule

With the right tools in place, the actual migration moved quickly. Bluesource moved over 10,000 users in just eight calendar days. The client promptly settled in with Google Workspace. Plus, we had the opportunity to **develop something new** that we can use for future clients facing similar challenges.

- **Zero data loss:** all the encrypted messages migrated into Google Workspace
- **Defensible data:** full audit logs and chain of custody
- **Data integrity:** item-level tracking and hash validation
- **Compliance:** continuity of retention policies and legal hold
- They had **no disruption** to day-to-day operations

*"Our initial vendor, even though recommended by Google, couldn't move the project forward once they hit our encrypted mail. That setback put our entire user community at risk. Bluesource stepped in and immediately changed everything. Their professionalism, clear communication, ArchiveMASH™ software and deep expertise enabled us to migrate tens of thousands of users on a tight timeline. Their commitment is the reason this migration was ultimately a great success."*

## Working with Bluesource

This client didn't allow the thought that "legacy data is stuck in legacy systems" to hold them back from moving to Google Cloud. They found a vendor with the skills and the commitment to solve a seemingly impossible migration. Bluesource succeeded where other vendors couldn't.