

## Collective Provides Enterprisewide Email Integration for Random House

### Customer Profile

Random House, Inc., a division of Bertelsmann AG, is the world's largest book-publishing group, distributing fiction and nonfiction, both original and reprints, by some of the foremost and most popular writers.

### IT and Business Challenges

Random House asked Collective Technologies to help unify their email systems across the enterprise. Due to a recent company expansion, the organization consisted of three primary email infrastructures, utilizing Microsoft Exchange versions 5.5 through 2003. The infrastructures did not integrate with one another, resulting in a disorganized email directory that lacked the functionality desired by the client.



# Collective Provides Enterprisewide Email Integration for Random House (cont.)

## The Collective Solutions



Collective suggested implementing Microsoft Identity Integration Server (MIIS) to unify Random House and Bertelsmann's Exchange directories. Integration was made possible through the creation of a common Global Address List (GAL). Using MIIS, information from the three separate directories could be collected, consolidated, and synchronized.

The first two directories, consisting of separate Exchange organizations, were connected using the GAL Synchronization functionality of MIIS. Lack of connectivity between Bertelsmann and Random House Exchange organizations prevented the direct consolidation of directories. To complete the integration, a custom MIIS agent was created, which pulled the needed information from nightly extracts provided by Bertelsmann.

With information from the disparate directories consolidated through the MIIS solution, regular synchronization was scheduled, ensuring a common directory regardless of changes, additions, or deletions.

## Results and Benefits

As a result of Collective's work at Random House, the organization is now using a cohesive and unified email directory that reflects the needs of their business.

The Collective integration solution included:

- A comprehensive MIIS implementation with:
  - A common GAL in which the content of all three infrastructures was represented.
  - Complete functionality of all Exchange solutions, including calendaring, office locations and meeting tools.
- Strategic planning and guidance, from initial design to software acquisition to final documentation.
- The added advantage of deep experience in implementing Microsoft products and working with Microsoft support professionals.

## Talk to the Infrastructure Experts

In addition to our Infrastructure Services, Collective provides Infrastructure Solutions with Mail and Messaging, Data Center Relocation Solutions, and Staffing Solutions. Learn more about the many ways that Collective can help you optimize your infrastructure and realize the full promise of today's technology.

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