GroupWise 2012: Top Ten Features Users Lose If They Move

Organizations considering a migration from Micro Focus® GroupWise® to Microsoft Exchange/Outlook 2010 often don't realize what they stand to lose with such a move. Not only will they face significant short- and long-term costs, but their users will take a big productivity hit when the capabilities and features they've come to rely on suddenly disappear.

Migrating from GroupWise to Exchange is expensive. A 5,000 user organization can easily spend up to US$5 million just for the move, and that figure doesn't include the increased administration and management costs they'll experience on an ongoing basis. And even after this massive budget and resource outlay, they often discover that the switch fails to deliver new benefits comparable to the investment.

In fact, not only will organizations lose the proven reliability, security, and performance that have become synonymous with GroupWise, but end user productivity will decrease as a result of lost features and functionality.

A move from GroupWise to Exchange hurts productivity. Here are the top ten features users will miss if an organization makes the switch:

1. **Superior message tracking.** When you send an e-mail or appointment in GroupWise, it lets you non-intrusively see who has opened, replied, forwarded, or deleted it. For appointments, you can easily see from one spot who has accepted or declined the invitation. Outlook depends on receipt requests, which the recipient can choose to turn on or off. Additionally, responses to receipt requests are unwieldy to manage since they don't provide a consolidated view of message or appointment history.

2. **Silent message retraction.** Whether you sent the wrong information, sent it at the wrong time, or sent it to the wrong person, GroupWise provides a robust silent retraction capability, which makes unopened e-mails, appointments, notes or tasks vanish as if they never existed. Outlook can retract messages, but it's not always successful. Even when it is, the recipient will see that a message was sent, along with the subject line of the message.

3. **Native attachment viewing.** The GroupWise Windows client and GroupWise Web-Access both allow you to view attachment files without having the file's native application available. To view an attachment in Outlook, its native application must be installed and available.

"We increased our operational, support and licensing costs as a result of the migration. Additionally, we sacrificed features that had boosted our productivity… At the end of the process we still had the same service we started with, e-mail."

FORMER GROUPWISE ADMINISTRATOR
ON THE COSTS OF MOVING TO EXCHANGE

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4. **Recurring appointment flexibility.** GroupWise gives you the flexibility to deviate from fixed patterns when setting recurring appointments. For example, you can schedule a meeting to occur every Friday in June, but switch the third week to Thursday to accommodate vacation plans. The strict adherence to fixed patterns required by Outlook results in the need to create a separate appointment for any deviation from a standard pattern.

5. **Managing group tasks.** GroupWise gives the creator of a group task full management control of that task from a single location. This includes the ability to retract or edit the task for specific individuals or the whole group. In Outlook, tasks sent to multiple people cannot be managed by the user who sent them. The sender must send a follow-up e-mail to each recipient, asking them to individually make any necessary changes to a task.

6. **User-controlled proxy rights.** GroupWise makes it easy to grant others access to your entire mailbox—or specific item types within it. Outlook calls its version of this feature "delegates" (with access granted at the folder level), but it doesn't allow nearly the same level of ease and flexibility. In fact, to grant access to your entire mailbox, you'd need to grant rights for each and every folder.

7. **Enhanced busy search.** GroupWise provides greater flexibility and granularity in its busy search capabilities. For example, you can grant all GroupWise users in your organization—or just certain users—the ability to see the subjects of your scheduled appointments when they busy search you. In Outlook you cannot allow others to see the details of your calendar unless you first set them up as delegates.

8. **Simpler folder sharing.** In GroupWise, by simply selecting who you want to share a folder with, you can easily share that folder or a complete folder tree (including all its nested folders) with a few quick clicks. Sharing folders in Outlook requires several complicated steps, including the need to grant permissions and manually set visibility attributes for the folder above the one you want to share. Also, there is no way to set up folder sharing in Outlook Web Access.

9. **Calendar view of future tasks.** GroupWise gives you a contextual view of future tasks by presenting those tasks alongside your scheduled appointments in the calendar view. From its calendar view, Outlook only shows the tasks due on the current day. To view any future tasks, you have to switch to the Task list and scroll down to the relevant due date.

10. **Managing sent appointments and calendar items.** If you decline or delegate an appointment, GroupWise still gives you the ability to see and manage that appointment. Once you remove an item or appointment from your calendar in Outlook, you can no longer see or view it. Additionally, changing or deleting an appointment or calendar item is a task that must be performed individually on each recipient's account. The originator cannot manage or edit those items.

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