KerioConnect®

CASE STUDY

2,200+ Mailboxes, Zero Passwords

How a regional bank in Asia is consolidating on-premises Exchange and Microsoft 365 onto GFI KerioConnect® without a single employee having to do anything.

INDUSTRY	REGION	ENVIRONMENT	SOLUTION
Banking & Financial Services	**Asia**	**On-premises Exchange + Microsoft 365, 2,200+ mailboxes**	**GFI KerioConnect®**

Customer identity withheld at the request of the customer and partner. This case study is based on the deployment team's technical records.

Two email platforms in one bank

The bank was running email in two places: Microsoft Exchange servers it owned and maintained, and Microsoft 365. The bank set out to consolidate the whole estate, more than 2,200 mailboxes, onto a single platform, GFI KerioConnect®, without losing the capabilities its users depend on.

One requirement ran through the whole project: the move had to happen without end users doing anything, and no password would be collected or reset.

Microsoft's security changes made the Microsoft 365 half harder. Basic authentication is permanently disabled in Exchange Online for the legacy access protocols migration tools rely on, including IMAP and Exchange Web Services, and Microsoft states that no one, including its own support teams, can re-enable it.

Migration tools that sign into each mailbox individually no longer work against Microsoft 365. That includes the Kerio Exchange Migration Tool (KEMT), GFI's free tool for moving mailboxes off Microsoft Exchange Server. Exporting hundreds of mailboxes to PST files one at a time was not an option at this scale either.

Moving the on-premises mailboxes

For mailboxes on the bank's own Exchange servers, KEMT did what it was built for. It connects to Exchange with an administrator account and moves each mailbox's mail, calendar, contacts, tasks, and notes directly into GFI KerioConnect®, with no per-user password required.

The team worked in batches. New mail for each batch was forwarded to GFI KerioConnect® first, so messages landed in the right place from the moment of switchover. KEMT then migrated the history, a short delta pass swept up anything that arrived in between, and item counts were verified before the old Exchange mailbox was retired.

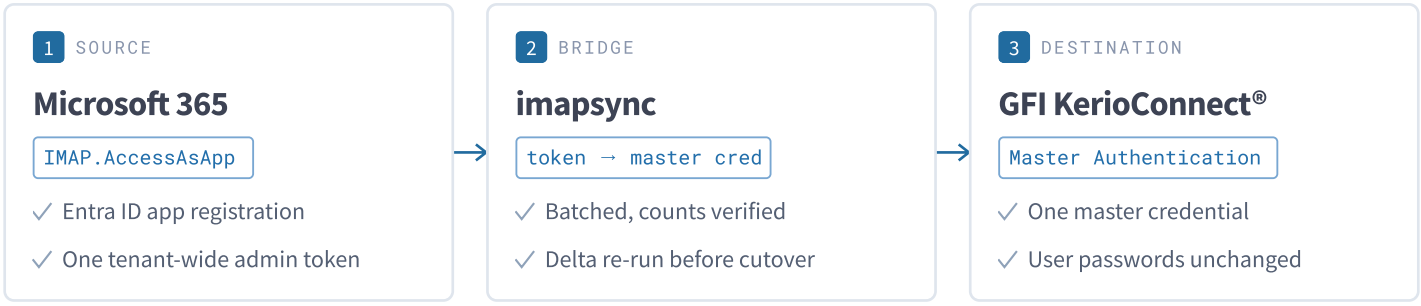
Getting out of Microsoft 365 without a password

The Microsoft 365 population needed a different answer. The team paired two capabilities that already existed but had not been combined for this purpose.

On the Microsoft side, an application registered in Microsoft Entra ID with the **IMAP.AccessAsApp** permission uses OAuth 2.0's client credentials flow to reach the mailboxes the tenant administrator authorises it for, using a single application token, with no user password involved.

On the GFI KerioConnect® side, **IMAP Master Authentication** lets an administrator write into any user's mailbox with a single master credential, without knowing or changing that user's own password. The open-source imapsync utility bridges the two.

The approach was proven on a pilot mailbox first, with item counts, folder structure and attachment integrity checked against the source. It is now rolling out in batches, with a delta re-run before each cutover to pick up mail arriving between a mailbox's migration and its switchover.



0 **end-user passwords collected or reset**

Where things stand

2,200+	0	Complete	Validated
Mailboxes in scope	End-user passwords collected	On-premises migration	Microsoft 365 path, now in rollout

The on-premises Exchange migration is complete and in production on GFI KerioConnect®. The Microsoft 365 path is validated end-to-end and rolling out in batches, paced by Microsoft's own export throttling on large mailboxes. That throttling constrains any tool moving data out of Microsoft 365 at volume; it is not a GFI KerioConnect® limitation.

Across the full 2,200+ mailbox estate, the migration was designed so that no employee ever hands over or resets a credential. For a bank, that is a control question answered up front, not just a convenience for users.

Same inbox, same calendar, new platform

The capabilities users depended on carried over to GFI KerioConnect®, governed by the bank's existing directory integration.

CAPABILITY	On GFI KerioConnect®
Mail, calendar, contacts, tasks, and notes	Migrated with full history
Folder structure	Preserved
Outlook	Kerio Outlook Connector (classic Outlook for Windows)
Mobile sync	Exchange ActiveSync
Webmail	Available to all users

Why GFI KerioConnect®

A full mail, calendar and collaboration server the bank runs where it chooses, with the Outlook, mobile and web access users already know. And a password-free route out of Microsoft 365 at the point where Microsoft's own security changes have closed that door to legacy per-mailbox tools.

Planning a move off Exchange or Microsoft 365? Contact us

Copyright © GFI USA, LLC, All rights reserved.