

MUNICIPAL CORPORATIN OF GREATER MUMBAI  
INFORMATION TECHNOLOGY DEPARTMENT  
IT Dept / 296279 of 24/07/2018

CIRCULAR

Subject:- Implementation of new email solution at MCGM  
- Migration of Emails on the Server of New Contractor M/s. Hitachi Microclinic System Ltd.

With reference to the above subject, the existing contract of Email Services with M/s Trimax IT Infrastructure and Services Ltd. (M/s. Trimax) will expire on 1<sup>st</sup> August 2018. IT Department has appointed a new contractor M/s. Hitachi Microclinic System Ltd. (M/s. Hitachi) for providing Email Services to MCGM. The Email data of all the users is being migrated from M/s. Trimax to M/s. Hitachi and considering the large size of Email accounts, the process may take considerable time for the migration of data of old emails.

Since the Email services are required to be taken over by the new contractor before the expiry of the existing contract, it is necessary to Go-Live with the new contractor M/s. Hitachi with all the Email Users of MCGM from 29<sup>th</sup> July 2018. Even though data of past/old emails of some of the users is migrated on the Email Server of the new contractor, it is possible that some of the users may not have old emails yet migrated in to their email accounts and such users will have to apply online using the link provided on the login page of the Email service. IT Department will process such requests on a first come first served basis.

Since the authentication of Email users is done by MCGM Domain / Active Directory, users are requested to use their MCGM Domain User IDs (generally the employee code) and the password for accessing the Email Accounts. Email ID and Password remains unchanged after migration to new Email server.

Since the new Email system is on different technology platform, some of the features are slightly different than the earlier Email services. Hence webinars (online training sessions accessible from the desktop PCs of the users through a link) will be arranged by IT Department. Details of such webinars will be available on the Email Account.

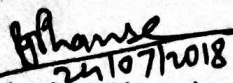
In case of any issue in accessing Emails, kindly contact on the following


IT Department Help Desk (Worli Data Centre) – 022-24811093

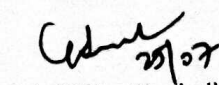
IT Department (MHO) 022-2275 4186

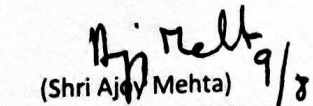
Email – emailid.it@mcgm.gov.in

All Email Users are requested to submit the applications for migration of old email data and training using the online provision for the same as mentioned above at the earliest please.

  
(Rajendra J. Phanse)  
Director (IT); IC

  
(Shri Sudhir S. Naik)  
DMC(GA)

  
(Shri Vijay Singhal)  
AMC (ES)

  
(Shri Ajay Mehta)  
Municipal Commissioner