

# ONESUPPORT CUSTOM BUSINESS SOLUTIONS: MICROSOFT OFFICE 365 MIGRATION RESOURCES



Microsoft Office 365 is one of the most popular applications used by our **OneSupport for Business** customer platform. With our personalized migration services, we will provide you with a dedicated migration specialist while following a comprehensive plan with straightforward guidelines, thorough testing, flexible scheduling, and close follow-up. At **OneSupport** our goal is to make your migration from any platform as seamless as possible for your users and your business. Migrations can be complicated - let us give time back to your business.

## MIGRATION GUIDELINES

Our migration team has set up a secure and stable process to make your migration a successful one. There are some important steps that you must take to ensure a smooth transition. Please review this document before talking with our migration specialist. This will enable us to address any concerns you have and answer specific questions that may apply to your particular situation. A typical migration includes the following steps:

- Phase 1: Preparation
- Phase 2: Pre-Migration
- Phase 3: Cut Over
- Phase 4: Post-Migration

### PHASE 1: PREPARATION

- Step 1: Create account users for Office 365
- Step 2: Create the migration batch in the Office 365 Portal
- Step 3: Scheduling

Since all users within your organization need to be migrated at the same time, scheduling of your actual data migration (email rerouting) is a critical step in ensuring a seamless transition for your users. The date and time will be decided on your preferences and the availability of the specialist.

### PHASE 2: PRE-MIGRATION

- Step 1: Pre-Migration Call
- Step 2: Preliminary Migration
- Step 3: Confirmation Call

Precisely two days before your migration, the specialist dedicated to your migration will call you to answer any questions you might have before the set date. He will also make sure you have the necessary support to help you during and after the migration. He will keep you posted on every major phase of the process (email rerouting, cut off, etc).

### PHASE 3: CUT OVER

- Step 1: Cut Over
- Step 2: Final Data Migration
- Step 3: Outlook and Mobile Reconfiguration

The day of your scheduled migration, our migration team will be in frequent communication with you. You will need to be available and reachable for two consecutive hours that will be predefined by our scheduling agent.

### PHASE 4: POST-MIGRATION

Two business days following your migration date, our dedicated migration specialist will call you to confirm that you are up and running, and to get your input on the migration process as administered by OneSupport. At this point your technician will ensure that any additional services are active and ready to use. If there are any additional services that need to be migrated, our migration specialist will make sure the proper procedures are in place to ensure they came across as well.

If everything is well at this point, we will close the case out with you and you'll be fully on board Office 365 with everything you need to get things started.