

# Microsoft 365 Migration

## Description

The Microsoft 365 migration service is designed to simplify the migration of email services and client configuration between their existing system and Microsoft 365.

## Features

The exact specification of a user migration activity depends on the user's requirements. Different users within an organisation may utilise differing migration capabilities or services.

User migration may include some or all the following activities:

Note: Activities not defined in this list are beyond the scope of user migration.

- Evaluation of user migration requirements.
- Validation of access to data and resources.
- Confirmation of user device availability.
- Migration services may make use of one or more of the following:
  - Deployment (conversion to) Microsoft 365.
  - Deployment of M365 client applications onto the desktop.
- Supported migration scenarios.
  - Microsoft 365 Tenant-to-Tenant Migration.
  - Microsoft Exchange versions that are within mainstream or extended support to current supported Microsoft 365.
  - Google G Suite to Microsoft 365.

## Limitations

- A costed mailbox migration is classified as a user object with either a licensed or shared mailbox on the source platform that migration services are to be utilised against. No distinction is made between customers, employees and any system/automated mailboxes.
- Groups or shared user accounts will be treated as a single user, with only a single migration process completed. Should a shared account require configuration on multiple physical endpoints (for example, user devices or locations), each separate device or location will be charged as a new user instance.
- User outlook archives into exchange archive.
- All Outlook archives to be imported must be in a central location and renamed to match the users Pre-Win2K Username (SAMAccountName).

No backup or archive activity is performed as part of user migration.