



The definitive guide to a

Microsoft 365 Tenant-to-Tenant

Migration

Cobweb's Migration Service

We specialise in Microsoft 365 migrations for Teams, SharePoint Online, OneDrive for Business, and Exchange Online. We also manage devices with Microsoft Intune and migrate Power Platform.

What is the process?

We start with a thorough discovery stage, analysing the current tenant and providing recommendations for data migration. During planning, we create a detailed Statement of Work and support test migrations and pilot phases for a smooth transition.

We prioritise customer satisfaction and assist with user communication. Additionally, we offer on-site support for software and device reconfiguration to ensure fast user access. Our goal is to provide a seamless and stress-free migration experience.



When is a Tenant-to-Tenant Migration needed?

Business need a cloud tenant-to-tenant migration for various reasons, such as:



Mergers and acquisitions: If your business merges with or acquires another company that is using a different cloud tenant, it may be necessary to migrate data and applications to a single cloud environment.



Cost savings: You choose to migrate to a different cloud tenant provider to take advantage of cost savings or more favourable pricing plans.



Improved performance: A different cloud tenant provider may offer better performance or scalability than the current environment, leading to improved application or workload performance.



Compliance requirements: A different cloud tenant may be necessary to meet specific compliance requirements or industry standards.



Security considerations: A different cloud tenant provider may offer better security features or greater control over data and access, providing increased security for sensitive data.



Business expansion: If your business expands into new markets or regions, it may need to migrate to a different cloud tenant to support growth and new requirements.



Geography: If your business finds your tenant has been set up in the wrong region for their business needs.



Flexibility: Some MSPs and web providers may have restricted functionality in certain areas, such as the Microsoft Admin Centre.

Migration Planning



1

Identify what needs migrating

There are two options available, with and without a Tenant Discovery:

Tenant-to-Tenant Discovery

What this covers:

This encompasses the pre-migration report capability as well as our experts looking at your current tenant. We will look at authentication policies, directory synchronisation, app integration, Exchange, Teams, OneDrive, SharePoint and current policies.

Why choose this option?

This discovery will be necessary if you do not have the capabilities internally to set up your tenant as a whole with all policies that effect that data, your users, and your services to ensure a consistent move.

Tenant Workload Migration

What this covers:

In this scenario we would run software to provide a pre-migration report to ascertain if there's any issues migrating your requested data.

Why choose this option?

Your goal is just migrating a workload and therefore do not require a tenant-to-tenant discovery. Or your source of data is on-premises (e.g. a file share) that needs a data migration to your 365 tenant.

2

Understand the risks & opportunities

The risks

Cloud tenant-to-tenant migration also comes with some risks, including:

- **Downtime:** which can result in lost productivity, revenue, and customer confidence.
- **Data security:** The migration process can expose sensitive data to security threats such as data breaches or unauthorised access. Using unproven tools in the marketplace could expose risks to your data.
- **Service availability:** The migration can result in service disruptions, which can cause downtime and negatively impact business operations.
- **Compliance issues:** If the cloud service provider is not compliant with industry-specific regulations or data protection laws, the migration can result in legal and financial consequences.
- **Data loss:** There is a risk of data loss during the migration process, especially if the data is not backed up or the migration is not properly planned and executed.

The opportunities

Cloud tenant-to-tenant migration can create several opportunities for your business, including:

- **Increased flexibility:** Migrating allows you to reassess their cloud needs and choose a provider that offers better services and greater flexibility.
- **Improved collaboration:** Better collaboration tools can result in improved teamwork and productivity.
- **Cost savings:** Migrating gives an opportunity for you to take advantage of more cost-effective services or pricing plans.
- **Scalability:** Migrating provides an opportunity for you to scale their resources up or down to meet changing business needs depending on licencing contract.
- **Improved security:** Processes can level up your environment to one single platform of security and compliance.

3

Choose which type of migration

Cutover Migration

Cutover migration refers to moving a single application or workload from one cloud environment to another. Cutover is where the migration implements at a single point in time on a specific day. Here are some pros and cons of this approach:

Pros

- It can be a quicker and more straightforward process than migrating an entire infrastructure.
- It allows you to test the new cloud environment as a Proof of Concept with real data before committing to a full migration.
- It can provide an opportunity to optimise configurations and policies, as well as the application or workload for the new cloud environment and take advantage of new features and functionalities.
- It can help you mitigate risks by limiting the scope of the migration.

Cons:

- It can lead to a fragmented environment with different applications or workloads hosted on different cloud providers, which can create management and operational challenges.
- It can result in increased costs if multiple cloud providers are used, as different providers may have different pricing structures.
- It can require additional time and effort to integrate the migrated application or workload with the existing infrastructure.
- Integrations may need to be set up in the new tenant for the migration of applications and workloads.

Stage Migration

Staged migration refers to a migration approach where your business would move applications or workloads in stages to a new cloud environment. Here are some pros and cons of this approach:

Pros

- It allows for a more controlled and manageable migration process, reducing the risk of downtime and other potential issues.
- It enables you to test the new cloud environment with a smaller workload, providing a better understanding of its capabilities and limitations.
- It allows you to address any issues or challenges that arise during the migration process in a more targeted and systematic manner.
- It can minimise the impact of the migration on users and customers, as the phased approach allows for a smoother transition.

Cons:

- It can be a more time-consuming process than a single event migration, as you have to move applications or workloads in stages.
- It requires careful planning and coordination to ensure that the phased migration progresses smoothly and that all dependencies and requirements are met.
- It can be more complex to manage and maintain, as applications or workloads are hosted on multiple environments during the migration process.
- It can require additional resources and costs to manage the migration process and maintain the legacy infrastructure during the phased migration.

4

Consider the following questions:

1. Do you need to retain the target environment's domain or will you take a new domain name?
2. Are you migrating to a brand new environment or targeting an existing tenant?
3. Do you expect any type of continued collaboration between environments?
4. What on-premises Active Directory Domain Services (AD DS) domains do you have?
5. Are they synchronising with Azure Active Directory (Azure AD) tenants?
6. What workloads are being used in the source tenant?
7. How many accounts are in scope? And what about data volume?
8. Do you need e-mail forwarding after migration?
9. What are the specific requirements for each step of the migration process? ("Day 1", "Day 2" and beyond)
10. How will you maintain your tenant once you migrated?
11. How will you maintain post-migration security and inventory visibility?
12. How will you maintain business continuity during the migration?
13. Do you need a staging environment to restructure and test before moving to a production environment?
14. How do you plan to manage the communication with your users to avoid unnecessary disruption?

Pre-Migration



1

Optimise your pre-migration environment

Decluttering before a cloud migration is an important step that can help to optimise the migration process and minimise potential issues. Here are some steps to consider:

1. Identify and remove outdated applications or workloads that are no longer needed. This can help to reduce the complexity of the migration process and reduce the risk of issues or errors.
2. Clean up data by identifying and removing duplicate, obsolete, or unnecessary files. This can help to reduce the amount of data that needs to be migrated and optimise the performance of the new environment.
3. Evaluate the infrastructure and remove any components that are outdated or no longer needed. This can help to reduce the complexity of the migration process and reduce the risk of issues or errors.
4. Optimise resource utilisation by identifying any unused or under utilised resources, such as servers or storage, and reallocating them to other applications or workloads.
5. Review and update security and compliance policies to ensure that they are up-to-date and relevant for the new environment.
6. Remove any customisations or configurations that are no longer necessary or that may cause compatibility issues in the new environment.
7. By decluttering before a cloud migration, organisations can optimise the migration process, reduce the risk of issues or errors, and improve the overall performance and security of the new environment. It's important to work with experienced professionals and follow best practices to ensure a successful migration process.

2

Inventory, Inventory, Inventory

Taking an inventory is an important step in the migration process. It involves identifying all the assets and resources that will be migrated to the new environment.

By taking an inventory pre-migration, you can ensure that all the necessary resources and components are identified and accounted for in the migration plan. It can also help you identify opportunities for optimisation and cost savings through reducing licencing numbers or moving to a more competitive SKU that still meets requirements.

Here are some items to include in your inventory:

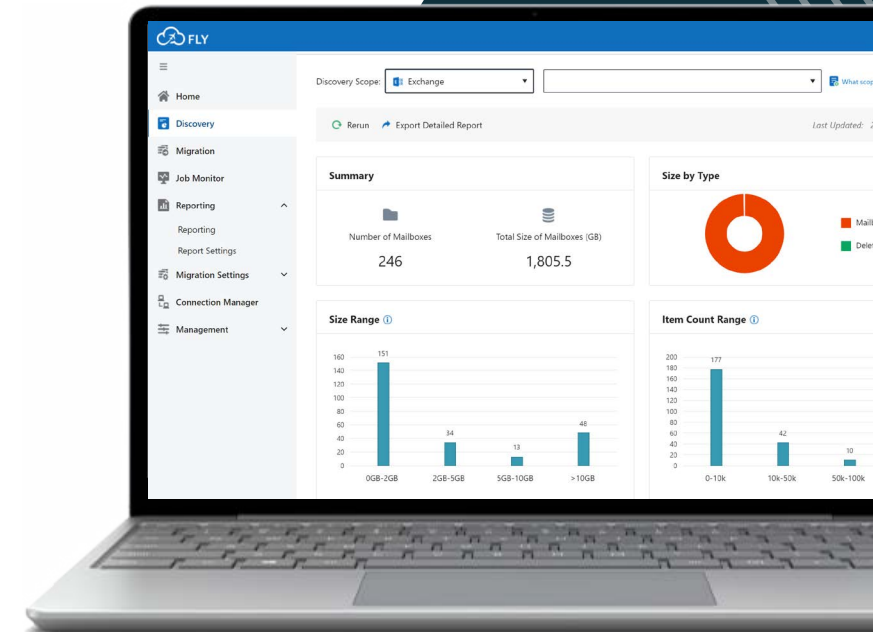
- ✓ **Applications and workloads:** List all the applications and workloads including their dependencies and configurations and understanding what cannot be migrated due to service or API limitations.
- ✓ **Data:** Identify all the data, including the type of data, size, and format.
- ✓ **Infrastructure:** Identify components such as servers, storage, and networking equipment.
- ✓ **Licenses:** Identify all the software licenses to ensure that they are compatible with the new environment and understand the impact of any dual licensing scenarios.
- ✓ **Security and compliance requirements:** Identify any security and compliance requirements that must be met in the new environment and ensure that they are accounted for in the migration plan.
- ✓ **Resource utilisation:** Identify any areas where optimisation or scaling is required to ensure that the migrated applications or workloads perform optimally in the new environment.
- ✓ **Service-level agreements (SLAs):** Ensure that the migration plan includes provisions for meeting the SLAs in the new environment.

3

Identify & fix potential issues

Here's a list of things to look out for before your migration:

- URLs
- File Sizes
- Character limitations
- Custom solutions
- Branding
- Permissions
- Folders with more than 5,000 items
- Unsupported site templates
- Orphaned users
- Checked-out files
- InfoPath
- Workflow state & history
- Unsupported list templates
- File and folder extensions
- Authentication inconsistencies
- Azure AD joined devices
- Device policy
- Stale Devices



4

Training and support

At Cobweb we will always advise best practice throughout your migration journey and provide training when it is needed. For example:

1. **Pre-migration** - We provide support for communication plans to ensure the right messaging is received by the right people
2. **During migration** - We can provide onsite support for device reconfiguration
3. **Post-migration** - We can provide ongoing training to help you make the most of your new environment.

Post Migration



Your post-migration checklist

By following these steps, you can ensure that the new environment is optimised for performance, security, and compliance, and can help to minimise any potential issues that may arise after the migration.

- ✓ **Validate the migration** - by testing the system and addressing any issues that arise.
- ✓ **Optimise the new environment** - to ensure that policies are implemented correctly.
- ✓ **Ensure compliance** - that the new environment meets all of the organisation's security and compliance requirements, such as access controls and data encryption.
- ✓ **Implement a disaster recovery plan** - to help your business recover quickly in case of a system failure or other unexpected event.
- ✓ **Train personnel** - on the new environment, including any new tools or processes.
- ✓ **Review the costs** - of the new environment and optimise spending where possible.
- ✓ **Document the new environment** - including configurations, procedures, and processes, to ensure that it is well-documented and easy to maintain.



What's next?

If you have a requirement for migrating data or would like a conversation about moving your tenant, get in contact to speak with one of our Subject Matter Experts.



cobweb



03333 234 934



hello@cobweb.com



www.cobweb.com