sepago Migrate G-Suite to ExO/M365 in 5-7 weeks

Your company wanted to position itself in a modern way at the time and has moved the email service to Google? You now know that this was a strategic mistake and Microsoft Office 365 with Exchange Online would have been the better choice? But you shy away from the manual migration effort because the two systems are not compatible with each other?

That is what we should be talking about. Google2EXO coexistence could be the solution to their dilemma.

In the past, Microsoft treated Google email services like a normal email provider. Migrations were possible, but only via the IMAP protocol. Although IMAP can be used to migrate e-mails, calendar entries and contact data fall by the wayside. Furthermore, there was a lack of coexistence, which ensures that the migration can be carried out over a longer period of time. IMAP requires a "hard" changeover, preferably outside business hours or on weekends. In a coexistence, however, it is possible that both systems can operate in parallel over a certain period of time and mailboxes can exist in mail system A (Google) and mail system B (Exchange Online). Exchange admins already know this mechanism from the "Exchange Hybrid" context – a convenient way to migrate mailboxes successively.

For a long time, there was no way to configure this kind of coexistence between Google and Exchange Online. In conjunction with a pure IMAP migration, this would not have made sense either. Some third-party providers took the opportunity to offer their own coexistence and migration solutions – for a fee, of course. That time is now coming to an end, as Microsoft has finally developed its own solution for a **coexistence and migration environment between Gmail Workspace Mail and Exchange Online!**

Scheduling: 15 project day(s) for planning and implementation; 5-7 weeks

Added value: Customer uses Exchange Online (instead of G-Suite) for email, calendar and contact management

Time for participants: 1*1h workshop for setting up admin rights (each G-Suite and Exchange Online), 1*2h workshop for planning/organizing migration batches and migration scheduling

Scheduling: Preparation and setup until the end of week 1; Start of migrations at the end of week 3 / beginning of week 4; End of migration and offboarding G-Mail end of week 6 / beginning of week 7; Hypercare support accompanies the completion of individual migrations

Extended explanation:

In the first step, adjustments are made to the source and target systems. The creation of administrative service users in G-Suite and Exchange Online as well as authorization assignments on various Google APIs create the necessary prerequisites for coexistence and migration. After that, the coexistence is set up technically, i.e. routing domains, alias addresses, MX records, etc. are created and tested. This is followed by the setup of the migration endpoint on Exchange Online, through which the data migration will take place later. During the Exchange migration, which takes place in freely definable batches, data (mail, contacts, calendars) is migrated from G-Suite to Exchange Online, whereby the user:in continues to work under G-Suite. At the (manual) end of the migration, the actual conversion takes place, from which the user no longer works productively with G-Suite, but with Exchange Online.

Note: there are technical limitations during data migration. The following data cannot be migrated:

1. E-mails: Out of office settings, automatic replies, filter rules or other. Regulate
2. Meeting rooms: no migration possible
3. Calendars: shared calendars, Hangout links, appointment colors
4. Contacts: entries beyond three email addresses per contact, Gmail tags, contact URLs, custom tags

The migration of Groups (if not used as a distribution list, but as a collective mailbox) is done manually, because there is no automatic migration path here.

After all users have been migrated, the migration and coexistence environment are dismantled in a controlled manner. This includes eliminating service users, revving permissions, and changing central MX records. Furthermore, the SPF record is adapted, and exchange online protection (EOP) is activated and set up.

Since a gradual conversion of the users is sought, a central hypercare support is offered parallel to the completion of the respective migration batches, which is available to users at fixed times if problems and/or questions arise.

	Task	Explanation
☐	Prep for Mail Migration	Basic setup of the backend systems (Google + Exchange Online), creation of service users with corresponding. API access, connection of backends
☐	Koex. G-Suite / Exchange Online	Establish coexistence between G-Suite and Exchange Online; this allows mailboxes to be moved seamlessly and a subset to operate over a period of time (e.g. 50% of mailboxes in G-Suite, 50% in Exchange Online)
☐	Exchange Migration	Migration of user mailboxes (mail, calendar, contacts) from G-Suite to Exchange Online (automatic), migration of Groups-Maildata (manual)
☐	Offboard G-Mail	Rework or dismantling of the G-Suite environment, planning and conversion of the MX records as well as adjustments to further entries after the migration has been completed
☐	Hypercare-Support Exchange/Outlook	User support within defined time windows (to be agreed), i.e. help with setup, queries or operating questions of the users
☐	Exchange Online Protection	Setting of EOP according to Microsoft Best Practice (spam policies, filtering of dangerous attachments based on rules, etc.)