



OFFICE 365 MIGRATION SERVICES

PARTNER BOOKLET

EMAIL – SHAREPOINT – ONE DRIVE

WHAT WE DO

Insentra's Data Migration practice will automate and manage email migration to Office 365 for your clients.

Insentra is a Microsoft Gold certified global Office 365 migration specialist. Our migration services take the risk and uncertainty out of your client's move to Office 365. We manage the entire process from end to end, working with you to take your clients safely from legacy email environments to a modern, secure, high performance Office 365 tenancy.

By leveraging Insentra's migration services you can be assured that your client's data will be securely and correctly migrated into Office 365. Working together with you, we will do the heavy lifting, helping you to increase your revenue, margins and customer satisfaction.

WHAT WE DO

Process

Our Office 365 experts will listen to your client's requirements and help you select the right migration plan*. We then discuss the migration requirements for the email and/or file migration, build a plan and then execute

Set Up

We setup the new Office 365 tenant including configuring domain name, user accounts, email services including shared mailboxes, assign licenses, set up an email disclaimer and copy across distribution groups

Migrate Email

We understand how important email is to an organisation. Our mail migration process gathers email, calendar entries¹ and contacts² information from Exchange, Gmail, IMAP or POP3 accounts and copies to Office 365

We can also reconfigure and update Outlook automatically to provide a virtually hands free migration

Migrate Files

Moving files to SharePoint Online or OneDrive for Business is a great way to ensure that files can be accessed anywhere on virtually any device. We help to move your client's files from their existing on-premises file shares, document management environments (including SharePoint) or existing SharePoint Online and OneDrive environments.

We do an assessment first on the existing data stores, provide a report, build a plan and migrate as required.

Ongoing Services Support

Three (3) hours of support to use as required for day one cutover.

** Subject to free discovery call*

¹ ²Migration of Calendar and Contact details are dependent on data source

5 ways we make mail migration to Office 365 easy:



- We find the active mail accounts
- We set up each account in Office 365 with the right licence
- We set up the Office 365 passwords to match those of your client's current system
- We convert appropriate mailboxes to shared mailboxes to save your client's money
- We update Outlook on the PC with new Office 365 settings

EXCHANGE MIGRATION APPROACH

- 1. Discovery** We scan your clients mail system for all accounts including shared mailboxes, distribution lists & public folders
- 2. Scope** We agree which mailboxes are going to be migrated – and which are going to be user accounts or shared mailboxes
- 3. Exchange Users** We install our Exchange Assistant which allows us to set permissions on Public Folders & Mailboxes or Calendars
- 4. Password Capture** As required, we ask each person in scope of the migration to enter their username and password into a secure email tool so we can capture their email for the migration. We'll track this so we know who needs reminding
- 5. PC Outlook Users** We install a small application which will set-up a new Outlook profile ready for Office 365 and we also attempt to move the signature block, address, auto complete and reattach any PSTs as required
- 6. Pre-Migration** We set up each user's Office 365 account with the same password as their existing account and start migrating their mail
- 7. Switch Over** For PC users we automatically update Outlook with new settings and provide the client with clear instructions on when to update DNS settings. Your client is now on Office 365 Exchange Online
- 8. Go Live Support** For the next 3 working days our team are on standby to assist with any issues
- 9. Diagnose** Using our support tools and with client agreement, we can have access to both the PC and the Office 365 tenant to understand any problems
- 10. Resolution** Using our experience, knowledge base and our contacts in Microsoft as needed, we work to resolve any problems

HOW WE DO IT – FILE MIGRATION

1. Discovery We scan the files on the platform(s) they currently reside and provide a detailed report

2. Scope With the report, and in consultation with your client, we agree on what files are to be moved and to where. We then develop a scope to be followed for the migration

3. Staging Our migration expert then begins to stage the data to the SharePoint Site or OneDrive for Business instance. No cutover is performed until the client is satisfied that the data has been appropriately or fully synchronised

4. Cutover At this stage the new SharePoint or OneDrive for Business instance is presented to the users and access to the source data is either removed or changed to read-only

5. Go Live Support For the next 3 working days our team are on standby to assist with any issues

6. Diagnose Using our support tools, and with agreement, we can have access to both the PC and the Office 365 tenant to understand any problems

7. Resolution Using our experience, knowledge base and, if needs be our contacts in Microsoft, we work to resolve any problems

OFFICE 365 EMAIL MIGRATION

Migration Service

Our automated e-mail migration is sold either up front per user or as a part of our Backup as a Service, removing the traditional lengthy sales process of migration engagements

The service can be purchased as a SKU allowing the immediate move to delivery of the migration - simple to consume at a per seat price

Migration Scenarios

Email migration is available for the following migration scenarios:

- Exchange on-premises (Non-Hybrid) to Exchange Online
- Google Mail to Exchange Online
- Simple IMAP Services to Exchange Online

If a migration falls outside of these scenarios please call us for a consultation as we can also provide migration services for all other email migration types including, Exchange hybrid, POP and Lotus Notes.

Scope

EMaaS provides configuration for the Office 365 Tenancy and then migrates the required mailboxes, distributions groups and public folders. We will then cutover mail delivery and Windows Outlook clients to the Office 365 tenancy.

Inclusions

- Configure AD Connect (as required)
- Configuration of Office 365 tenancy
- Assign licenses
- Migrate mailboxes, shared mailboxes and public folders
- Migrate distribution lists
- Cutover MX records to new Office 365 tenancy
- Redirect Windows Outlook client to new Office 365 tenancy
- Provide instructions to connect mobile devices to new tenancy

How do we do it?

A comprehensive document is provided describing the service inclusions in detail. We provide your client with a full list of mailboxes, distribution lists and public folders for input as to what to migrate to the new environment. Migration is then performed and all users are cutover to the new Office 365 tenancy

Post Implementation Support

Three (3) hours of support to use as required for day one cutover

THE BENEFITS OF PARTNERING WITH INSENTRA

We dare to be different

Insentra is a collaborative IT Services partner delivering specialised Professional and Managed Services exclusively through the IT channel. Our partner centric model provides the IT reseller community direct access to industry expertise in a truly non-competitive manner.

We are partner obsessed - we only transact and deliver services exclusively through and with our partners. Our success is based on achieving outcomes for you and your clients.

Partnering with Insentra provides the IT channel access to:

- A safe pair of hands: our team are some of the best in the industry and can augment your capability when your teams are fully occupied or we can be your skillset in areas that are not core to your business
- Pre-sales assistance at no cost: enabling you to increase sales efficiency and success in qualified opportunities
- Increased opportunities: When end users contact us directly we explain our model and ask them for their preferred partner, enabling us to bring you incremental revenue
- A trusted partner with skin in the game: our non-compete model ensures your clients remain your clients

Our dedication to you is based on our vision to be the number one channel services company on the planet. We do this by being the best version of ourselves, creating an outstanding environment for our team, loving the work we do and amazing each other, our partners and their clients in every way.

We are and always will remain a partner obsessed company.

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Three things matter to me the most: Professionalism, Honesty and Integrity and Insentra demonstrates all three. They were the right solution and had the skills we needed. I would not recommend anyone if I didn't genuinely believe they were a viable solution. Personally - I think we've made a great decision

J. Fox, CIO. Brickworks