



All of your favorite Office applications, up-to-date and in the cloud.

## HOSTWAY MAKES MIGRATION TO OFFICE 365 EASY!



### **1 PLAN VIA CONSULTATION -**

*Consultation with a team of migration specialist to discuss your specific needs and timelines.*

Specialists design a migration plan specific to your environment. Provides consultation on best settings in the Office 365 environment, sets clear expectations and provides overview of process.

### **2 SETUP & TEST -**

*Your Hostway specialist creates Office 365 accounts and mailboxes on your behalf.*

You can then test and verify user accounts. We will perform a test migration to ensure we can connect to your source mail.

### **3 MIGRATE DATA -**

*Migrate live data into your new Office 365 environment with ZERO downtime and impact to the original environment.*

Hostway specialists work with you to ensure data was migrated in accordance to your requirements. You will then be asked to verify the data has been moved over by logging into your new Office 365 environment.

### **4 LAUNCH -**

*New Office 365 email goes live with DNS changes (MX Record).*

Your users can now start using their new Office 365 email.

### **5 2ND MIGRATION PASS -**

*After you have verified the data was migrated per your requirements, your Hostway specialist will migrate any new data created between your first and second migration.*

This ensures no email is missed.

### **6 CUSTOMER SIGN-OFF -**

*With a final verification from the Hostway specialist, the migration engagement will only be completed after a final sign-off from you.*

The migration process will be complete once all data is verified to be in place and you have provided final signoff.

**Microsoft Partner**

Gold Hosting

**GET STARTED!**

Contact a Hostway Office 365 expert to help you build the perfect solution today.



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## FAQS - Frequently asked questions about Hostway's Office 365 migration

### Q: HOW LONG DOES THE MIGRATION TAKE?

A: Migrations vary in length and can range from a couple of hours to a day to a few days. It depends on a number of factors including network speed of source and destination servers, network latency, number of mailbox items, number mailboxes, mailbox size, size of attachments, number of folders, older versions of Exchange server (ie. 2003) and speed of response time from you. To proceed with migrations please set aside availability for the initial consultation, tests and verifications.

### Q: WHAT DO YOU NEED FROM ME TO PROCEED THE MIGRATION?

A: All we need is:

- Admin username and password
- Mailbox usernames and passwords (Mailbox Creation/Migration Template to be provided by migration specialist)
- Source server URL
- Open ports so we can connect to your existing server

To complete the migration you must be able to arrange for DNS updates.

### Q: POST MIGRATION, WHAT IS EXPECTED OF ME?

A: After the migration is complete please update or work with your users to update their email profiles on local email clients and mobile devices (Outlook, Apple Mail, Phones, Tablets).

### Q: WHAT IS MIGRATED?

- A:
- Microsoft Office 365 - Emails, Calendars, Contacts, Tasks, Journals, Notes
  - Exchange - Emails, Calendars, Contacts, Tasks, Journals, Notes
  - SharePoint - Files, Notes, Calendar
  - Google App/Email- Emails, Calendar, Contacts
  - Open-Xchange - Email
  - POP/IMAP- Email

### Q: WHAT IS NOT MIGRATED?

A: While many items are migrated, there are some that are not migrated because they are not supported by the Destination.

The following are items we do not migrate:

- Items that do not match folder types
- Custom items that do not inherit core system types (eg. True email calendars, contacts, journals, mail notes, or tasks, infopath forms)
- Calendar notifications
- Modified description text or modified attendee list exceptions to recurring meetings
- Customization of individual events in recurring events
- Acceptance status for meeting participants
- Personal distribution lists
- Server-based distribution lists
- Dynamic distribution lists
- Bounce notifications
- RSS feeds
- Mailbox settings, shared settings, delegates, client settings
- Mailbox rules and folder permission settings
- Client side rules
- Personal messaging Resource Management
- Outlook quick steps
- Client side rules
- Linked mailboxes

If needed this data must be manually migrated or re-created.

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