



Migrations Made Easy

The Overview:

According to a recent survey by analyst firm Osterman Research, nearly 65% of IT decision makers are likely to consider deploying Exchange 2010 within the next six months. But, for most IT professionals, going from "**determining a need**" to "**implementing a solution**" on any IT project usually has the same sticking point: migration.

For many, migrations are daunting processes that require long nights and weekends at the office and endless hours of testing and validating data...until now. Global Micro's team of Hosted Exchange Engineers and expert experience ensures that the correct migration plan is put in place and tailored specifically for you.

Our migration methodology is formulated in three phases – each with multiple steps. Our Email Migration and Management Accelerator ('EMMA') provides orchestration tools to ensure a seamless migration of the mailbox contents of your current e-mail environment to Hosted Exchange. EMMA will migrate mailbox content from your local Microsoft Exchange Server environment, as well POP3 and IMAP mailboxes, to Hosted Exchange.

The Migration:

- **Step One:** One of our experienced Global Micro team members works directly with you to complete the Hosted Exchange template (This is all the user details for the mailbox creation). During phase one, we create all of the mailboxes, distribution lists, company contacts and email addresses. If you are coming from another Exchange host or an in-house Exchange server, you can export most of the necessary information into a special file that we can import into our Exchange server for you. This file is a Comma Separated Values document (CSV), and when we import it you will not have to worry about creating your mailboxes, distribution lists or company contacts.
- **Step Two:** We work with you to alter your domain name so that mail is delivered to our server and we redirect it to your existing server until you are ready to switch. This will assist with the DNS cut over as mail will be spooled to ensure no mail is lost. The primary reason behind this is due to DNS records taking up to 48 hours to update. Our Auto-configuration tool allows you to simply create and configure the new profiles on each of your users PC without impacting them. Mail can be managed in two simple ways:
 - Export the old mail from the old mail profile to a PST file and links the PST to the new profile
 - Mail can be extracted and imported into the new mail box using EMMA, below is an overview of the various EMMA migrations offered:



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EMMA Flash (Any number of users, all items except mail):

- **Migration Overview:** The Flash Migration allows for unlimited number of users to have 50MB of Calendars, Contacts, Tasks, Journals and Notes to be ingested.
 - 50MB-BASE-F: Unlimited number of users to have 50MB of Calendars, Contacts, Tasks, Journals and Notes to be ingested. (No mail)
- **Time lines:** Migration can be done at any time
- **Migration Steps:**
 - Single pass per 50MB-BASE-F User
 - Bulk Creation of Mailboxes

EMMA Backfill (Recommended for companies of between 75 to 250 Users):

- **Migration Overview:** The Backfill Migration cuts the entire company over in one weekend with the first 3 months mail. The migration allows for 3 variations of ingesting your mailbox namely:
 - 5GB-MAIL: Migrating 5GB of mail or part thereof directly into your inbox. This is only possible on the Professional and Standard mailbox (Provided the mail is 5GB or less on the Standard Mailbox).
 - 5GB-ARCHIVE: Migrating 5GB of mail or part thereof directly into your mail Archive (Mail items only): This is possible on the Professional and Standard mailboxes.
 - 50MB-BASE-BF: Unlimited number of users to have 50MB of Calendars, Contacts, Tasks, Journals and Notes to be ingested. (No mail)
- **Migration additions:**
 - Ingestion and Creation of Distribution Lists (Active Directory LDAP Internet Exposed Source)
- **Timelines:** Migration is started on Friday night and the entire company is cut over, all users are live on Monday morning.
- **Migration Steps:**
 - Bulk Creation of Mailboxes
 - Single pass per 50MB-BASE-BF User
 - Up to 5 migration passes per 5GB-MAIL OR 5GB-ARCHIVE User
 - 1st Pass will take place on Friday night: All items plus last 3 Months Mail – All Users in one batch
 - 2nd Pass will take place during the week on :
 - Monday through to Thursday: Last 6 Months Mail – Up to 25 Priority Users per day
 - Friday: Last 6 Months Mail – Any remaining users
 - 3rd Pass will take place on Friday and include the last 18 Months Mail – All Users over weekend
 - 4th Pass will take place on Friday and will include a full Pass of the mailbox for all users over the weekend.
 - 5th Pass is a spare pass to ensure that all mail has been successfully migrated



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EMMA Co-Existence (Recommended for companies of between 250+ Users):

- **Migration Overview:** The Co-Existence Migration is done in a phased approach, cutting over 25 mailboxes mail at a time while keeping your existing mail environment live and working through the organisation on a daily basis until completely cut over. We manage the forwarding rules to ensure that all your users can still communicate during the cutover. The migration allows for 3 variations of ingesting your mailbox, namely:
 - 5GB-MAIL: Migrating 5GB of mail or part thereof directly into your inbox. This is only possible on the Professional and Standard mailbox (Provided the source mail is 5GB or less on the Standard Mailbox).
 - 5GB-ARCHIVE: Migrating 5GB of mail or part thereof directly into your mail Archive (Mail items only): This is possible on the Professional and Standard mailboxes.
 - 50MB-BASE-CE: Unlimited number of users to have 50MB of Calendars, Contacts, Tasks, Journals and Notes
- **Migration additions:**
 - Ingestion and Creation of Distribution Lists (Active Directory LDAP Internet Exposed Source)
- **Timelines:** Migration is a staggered approach starting on a Friday night and cutting over 25 users at a time.
- **Migration Steps:**
 - Bulk Creation of Mailboxes
 - Single pass per 50MB-BASE-CE User
 - Up to 5 migration passes per 5GB-MAIL OR 5GB-ARCHIVE User
 - 1st Pass will take place from Friday night: 125 Users in one batch to filter your mail to our platform
 - 2nd Pass will take place during the week on a daily basis migrating 25 users' mailboxes per day with their mail. By the following close of business Friday 125 mailboxes will have been migrated
 - The remaining passes 3 - 5 are spare passes to ensure that all mail has been successfully migrated
 - **Deferred Billing:**
 - You will not be billed for up to 2 Months while we are cutting your company over.
 - Billing will commence on the first of the 2nd month following provisioning of mailbox
 - E.g. If mailbox is provisioned between the 1st and the 31st of March, the mailbox will only be considered live from 1st May
- **Step Three:** Once the cut-over takes place and your migration is complete. We work with you hand-in-hand to determine the migration is 100%complete. Once both parties are agreed that the migration is complete the account is marked as "in production."



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Below is a high level overview of the migration types compared:

EMMA Migration Analysis			
Migration Types	Flash	Back-Fill	Co-Existence
Email	-	5GB-Mail: 5 Passes	5GB-Mail: 5 Passes
Calendars, Contacts, Journals and Tasks	50MB-Base: 1 Pass	50MB-Base: 1 Pass 5GB-Mail: 5 Passes	50MB-Base: 1 Pass 5GB-Mail: 5 Passes
Active Directory Password Sync	-	Yes	Yes
Distribution List Discovery and Creation	-	Yes	Yes
Deferred Billing	-	-	Up to 2 months
Company Size	Any size (Calendars, Contacts, Journals and Tasks only)	75 to 250 Users	250+ Users
5GB-Base	All Users cut-over within 24 Hours	All Users cut-over within 24 Hours	125+ Users cut-over per week
5GB-Mail	-	All Users cut-over within 24 Hours with 90 days of mail Backfill of mail over 3 to 4 weeks	125+ Users cut-over per week with all mail

The Conclusion:

In order to ensure you are fully prepared to take ownership of the account, we also demonstrate how to use our Control Panel. This enables your Administrator to fully manage the service, because of the control panel's intuitive design; day-to-day administration can be delegated to non-technical staff if desired. Our control panel gives administrators the control as seen with on-premise solutions. With the account in production and the account Administrator educated on administration, you are ready to experience hosted Exchange's productivity benefits and cost-savings. Global Micro service is backed by 24x7 support and a financially backed SLA that guarantees up time.