

Moving your organisation to Microsoft Office 365

Key Considerations for IT professionals



Modern Work



Infrastructure
Azure



Security

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Introduction

Many business, charity and not for profit organisations are investigating their options around how to deploy Microsoft Office 365. The vast majority of IT leaders think it is a simple 'out of the box' Microsoft solution which they can deploy on their own and expect things to go smoothly.

However, implementing a complex collaboration and productivity tool like Microsoft Office 365 without the right planning and expertise at hand can be risky. At Wanstor we have seen many Office 365 migration projects fail because IT teams have not had access to the right skills at the right time to help them successfully migrate users.

Office 365 migrations are not an out of the box solution - they require all the normal migration best practices, and are complicated by the following factors:

- + Mission-critical nature of the applications in the product suite - A small error in email or conferencing availability could have a huge impact on business operations
- + Office 365 comprises multiple applications in one product suite, which means IT teams need to realise they could be migrating email, in addition to other data, during the upgrade

- + There is limited support from Microsoft-a common complaint we have heard from IT teams is that it can be difficult to customise solutions and troubleshoot migration issues in a timely and efficient manner

By choosing an experienced Microsoft Office 365 migration partner such as Wanstor, IT teams can be better placed to overcome the above mentioned obstacles. They will also have the ability to deploy and optimise Office 365 for their working environment.

Our expertise and outcomes in migrating, deploying and managing thousands of Microsoft environments has earned us the distinction of being a Microsoft Gold Partner in numerous specialisations.

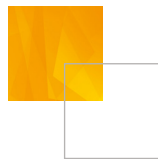
In this guide, Wanstor's Microsoft Office 365 experts will cover the lessons they have learned when migrating and deploying Office 365 in various business, charity and not for profit IT environments. The document includes a wide range of migration insights and solutions to help ease your Office 365 transition.

What is Office 365?

In summary, Microsoft Office 365 delivers powerful business productivity tools in the cloud, but managing it can be complex.

Office 365 allows your users to access their email, calendar, files and Microsoft Office applications from virtually any device, on the move, at home or at the office. It also provides an easy-to-use single management platform and a set of centralised tools that allow IT teams to quickly add users, check settings and manage licensing to simplify the management of end user IT.

With a simple monthly subscription pricing model, IT teams can avoid significant upfront costs for new software and servers, and move the cost of IT from a capital to an operating expense.



Office 365's productivity tools include:

- + Exchange Online for business class email and shared calendars, all in one unified inbox with spam and malware protection.
- + Microsoft Office Online including Word, Excel, PowerPoint and OneNote. Some plans also include the full desktop version of Office adding Outlook, Publisher and Access. The desktop version can be installed on up to five devices per user. On the other hand, the online version can be used on virtually any device, without limits.
- + Teams for unlimited online meetings with HD video conferencing, desktop sharing and instant messaging with real-time presence.
- + OneDrive for Business for online file storage and file sharing
- + SharePoint Online for team sites, easy collaboration and data management options.
- + Access to Yammer for a full corporate social network.

What are the new capabilities of Office 365

When you buy a new tool, it's hard to know the best way to get the most out of it without some guidance. Wanstor can help you maximize your Office 365 investment by applying our experience and best practices. We can help you discover new features and train your IT staff on how best to use some of the lesser known Office 365 tools. Microsoft SharePoint Online, Skype for Business, OneNote and OneDrive for Business are examples of some of these tools, all of which can be used to improve productivity and efficiency.



SharePoint Online:

Do you have a project with many moving parts and people? SharePoint Online gives you the ability to bring everyone together and keep everyone together and up to date. With easy to access resources and collaborative tools, sharing ideas and information with colleagues, partners and customers is simple. SharePoint Online delivers the powerful features of SharePoint without the associated overhead of managing the infrastructure on your own. Flexible management options make sure you still retain the control required to meet compliance requirements for your organisation.



Teams:

Microsoft Teams connects employees, partners and customers wherever they are, helping to reduce costs while increasing productivity and responsiveness. Making a personal connection is important in business, but it can be expensive to travel to see all your clients. Teams allows users to create ad-hoc or scheduled online meetings with a single click from Outlook, and can instantly turn a meeting into an HD video conference. Teams is a single, unified communications platform that interoperates seamlessly with MS Office and other tools and systems, and can enhance or replace your existing IP PBX system.



OneNote:

Many of us carry a notebook or notepad around to take notes for business, school, or personal projects. But can you easily find the info you need? Is it convenient to share your notes with others? Microsoft Office OneNote is an easy-to-use note-taking and information-management program where you can capture ideas and information in digital form, making it simpler to gather, organize and share information. Insert files or Web content in a full-colour, searchable format or as icons that you can click to access.



OneDrive for Business:

With Office 365, each user gets 1 TB of space in the cloud that allows the user to store, sync and share work files. You can update and share files from anywhere and work on Office documents with others at the same time, so all the stored files are private unless you decide to share them. You can easily share a file with everyone in your organisation or just with specified co-workers so you can collaborate on projects. You can also sync your files to your network or desktop so you always have up to data files.

Why should your organisation use Office 365?

Office 365 is a powerful tool that can help organisations reach their goals of improving communication and collaboration. It's overall aim is to make employees be more productive.

- + Office 365 can deliver a payback in as little as 6 months from initial investment for most mid sized organisations.
- + On average, Microsoft claim that organisations using Office 365 experience a cost savings of 27%. Large enterprises experience even better results with an average of 29% cost savings. Compared to similar on premise solutions.
- + Office 365 offers built-in security and compliance capabilities, meaning IT teams do not have to spend extra time and money finding trustworthy third-party apps to ensure they have an enterprise-grade solution that is secure and compliant.
- + Office 365 protects user privacy by only using data for the services each user needs. It also offer controls to help restrict the accidental leakage of sensitive information, such as credit card numbers, by providing real-time alerts to users attempting to share such content. Additionally, they enable the admins in your organisation to set policies to automatically encrypt such content.
- + Microsoft Office 365 was also the first to receive written confirmation from the European Union's data protection authorities that Microsoft's enterprise cloud contracts meet the high standards of EU privacy law.

Plus, a 2015 study conducted by Forrester Research uncovered the following main reasons customers decided to switch to Office 365:

- + Reduced TCO for productivity and collaboration tools was the primary reason companies chose to implement Office 365
- + Office 365 provides greater assurance of continuity and security compared with a company's own in-house capabilities
- + Companies committed to the cloud as part of their future found Office 365 to be an important part of the overall solution
- + Improved operability between various Microsoft solutions as well as other systems in the cloud was also very important
- + Existing familiarity with Microsoft solutions made Office 365 a compelling choice
- + Office 365 makes it easier to serve customers and employees at remote locations
- + Office 365 strengthens businesses' operations and processes



Is it really worth moving to Office 365?

This is the question IT teams need to answer objectively with a business case before deciding to make the move. At Wanstor we believe Office 365 is the future of office productivity and collaboration tools. So the question needs to change from should we move to Office 365? to When is the time right for our organisation to make the move to Office 365?

When it has been decided to move to Office 365, IT teams need to decide if they take an incremental approach or move in one large movement to the cloud. The sooner your organisation does move to Office 365 the quicker benefits can be realised. But this also needs to be compared against the risk factor of migration and business as usual operations as well.

In summary a move to Office 365 can help a business, charity or not for profit organisation realise the following benefits:

Improved staff and platform productivity: Compatibility across platforms allows users to access files and documents from any device with anytime/anywhere with Office 2016 products. The sharing and collaboration features in Office 365 allow tracking of updates to documents and spreadsheets across an entire organisation.

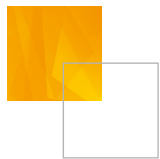
When users can access and work on company documents from any device, from any location, they can connect the right people, ideas and information to be productive regardless of location.

Predictable and manageable costs: Migrating to Office 365 gives the IT team the flexibility to scale up or down with a predictable cost structure. As it is hosted in the cloud IT teams simply pay for the amount of users who need to access the suite each month rather than having to pay for bundles of licences which may never get used on a long term contract. The same applies to individual Client Access Licensing costs for Exchange, SharePoint or Teams.

Always updated and user ready: Regardless of how it is deployed, Office 365 subscribers have access to the latest version of Office products with built-in, customizable security and privacy controls to help keep data safe and accessible. In the past, access to new versions of Office involved the purchase of new licenses or the manual maintenance of Software Assurance agreements from Microsoft. Office 365 stops the requirement for manual, time consuming upgrades or maintenance packages solely for the purposes of maintaining current versions of Office, Exchange, SharePoint and other apps in the suite.

Although the benefits may sound great, IT teams face some challenges which they must overcome including:

- + Limited resources and lack of in-house expertise to migrate and manage Office 365
- + Popularity of remote working and required support to set up, secure and manage mobile devices
- + Poor support experiences with vendors or other application providers
- + User adoption and feature utilisation needed to realise the full potential of the Microsoft suite
- + Customise security and compliance controls as it relates to an organisations security, privacy and compliance policies



Limitations of Office 365

Although there are a number of advantages associated with using Office 365, there are some limitations about which decision makers should be aware:

ARCHIVING LIMITATIONS	RETENTION LIMITATIONS	DATA LOCATION LIMITATIONS	SECURITY LIMITATIONS	MOBILITY LIMITATIONS	MAILBOX LIMITATIONS	OS AND APPLICATION LIMITATIONS	OTHER LIMITATIONS
<p>Requires either an Exchange Server account or an Exchange Online account together with an Archiving Plan such as within an E1 or E3 license. Other Outlook versions are not supported.</p> <p>You can't designate an Office 365 mailbox as journaling mailbox for on-prem mailboxes.</p> <p>Some versions of O365 only archive instant messaging, conference and app content, if used as a Cloud service. Any on-premise versions won't archive these.</p> <p>SharePoint online offers eDiscovery, compliance with various regulatory obligations but it does not archive content.</p> <p>No native surveillance features that allow monitoring or sampling of communications.</p>	<p>Only O365 Plans E1 and E3 include the ability to search across Exchange mailboxes and SharePoint sites, information rights management, archiving, litigation hold capabilities and unlimited storage.</p> <p>Maximum size of the arbitration mailbox is 30 gigabytes.</p> <p>Items in the O365 deleted items and junk E-Mail folders can be retained for a maximum of 30 days.</p>	<p>Microsoft stores O365 customer data in a number of different regions based on the location of the customers</p> <p>Microsoft can move customer data without notice and will not guarantee exactly where a customer's data will be stored, although it will always remain within your region unless you specify otherwise</p> <p>Microsoft does not provide notice when customer data is transferred to a new country.</p> <p>Some data is moved, may be moved, or accessed by Microsoft personnel or subcontractors outside the primary storage region, but only for support reasons</p> <p>Online data centres are located worldwide and store data based on the location of its customers.</p>	<p>All plans offer admin management of the spam quarantine, but some plans allow this only via direct access to the Exchange Admin Center.</p> <p>O365 does not directly support the deployment of redundant spam filters in parallel with O365's built-in spam protection.</p> <p>Instant message filtering is not available with any O365 plans</p> <p>O365 only offers more advanced and targeted threat techniques at an additional cost</p>	<p>O365 will wipe only those mobile devices that are managed using ActiveSync.</p> <p>Office on Demand, permits temporary Office client to be installed on any Windows 7/8 PC, is not supported on the iPad.</p>	<p>Inactive mailboxes can have their contents held indefinitely.</p> <p>Contents of a deleted mailbox can be recovered for 30 days after deletion, but both the mailbox and its contents will not be recoverable after 30 days if the hold is not activated.</p>	<p>Minimum supported versions of Outlook clients that can be used are Outlook 2016 and 2019.</p> <p>Microsoft indicates that O365 also supports Outlook 2008 for Mac, although Office 2008 for Mac included only Entourage.</p>	<p>With an Exchange Server on-premises, admins can access log files using simple scripting, a feature not possible in O365.</p> <p>Although O365 proposes a utility-based model for licensing, automatic plan assignment or re-assignment as a user changes roles is not available through DirSync / ADFS, as is also the case for true single sign-on capability.</p>

Making the business case for Office 365

Microsoft Office 365 promises a lot – new tools, collaboration and reduced infrastructure complexity to name but a few. With changing work habits, a rapidly evolving device landscape and IT organisations under pressure to cut costs and move away from activities that don't add value, the merits of Office 365 need to be considered. Below are key reasons why your business should invest in Microsoft Office 365 according to Wanstor's Microsoft experts:

COMMERCIALLY COMPELLING	LICENSING IS DEAD, SUBSCRIPTION MODELS ARE HERE TO STAY	IMPROVE PRODUCTIVITY	UPTIME ALL THE TIME	CLEARLY ALIGNED TO COMPLIANCE STANDARDS	JUST ADD USERS	A THIRD WAY	ACCESS FROM ANYWHERE USING ANY DEVICE	BETTER SECURITY AND PRIVACY
<p>No more large upfront capital expenditures in favour of predictability and metered per-user billing.</p> <p>Service is funded through Opex rather than Capex.</p> <p>Pay-as-you-go model means implementation can be completed quicker.</p> <p>O365 eliminates the need for on-premise hardware.</p> <p>Fully managed service in the cloud mean internal IT team can concentrate on more strategically important IT projects.</p> <p>Attractive TCO savings of up to 30% vs outright purchase when compared over a two year lifecycle.</p>	<p>Per user Subscription model, gives IT teams the opportunity to scale up and down depending on real time demand.</p> <p>O365 can cut licencing costs by discarding licences which are not being used. Not locked into 3 year contracts.</p> <p>Better software assurance.</p> <p>Microsoft's new mission to become a devices and services company fits with O365.</p>	<p>Productivity gains through the availability and use of the latest Office collaboration tools.</p> <p>Improve the productivity of knowledge workers through time gained expediting tasks.</p> <p>Mobile workers can enjoy productivity gains from the ability to easily access IT services and content from any device where there is an internet connection.</p> <p>Innovative new tools, including:</p> <ul style="list-style-type: none"> + Instant Messaging + Real-time presence + Video Conferencing + Desktop Sharing + Enterprise Social Yammer and SharePoint + Document sharing + Group Calendar and Address Books + Office Pro Plus + Rich Client or Web App <p>O365 subscriptions permit up to five devices to access the entire Office suite per user.</p>	<p>O365 offers a contracted uptime of 99.9%.</p> <p>In the event Microsoft doesn't meet this standard you'll be financially credited for the inconvenience.</p> <p>You do not have to worry about whether you've got the data centre real estate, power, heating and cooling in place, to meet your demands, the compute resources you require or the right security measures safeguarding your services.</p> <p>De-coupled from the physical infrastructure means less complexity to contend with and peace of mind that the tools your workers need are ready and always available.</p>	<p>O365 offers flexible SharePoint document stores which, can be synced to enable offline working on local devices.</p> <p>Data is protected in the event of a disaster or easily retrieved as needed.</p> <p>Archiving present in Exchange as part of O365 removes the need for PST files to be stored on local devices or backed up to central machines.</p> <p>Search functionality in Exchange 2013 means data within archives can quickly be accessed and retrieved for compliancy purposes.</p> <p>O365 and Microsoft data centres are certified ISO 27001 compliant.</p> <p>Added necessary security deployments to help O365 users to remain in compliance with industry standards.</p>	<p>By outsourcing key elements of IT infrastructure, the IT admin effort for these solutions can be eliminated.</p> <p>IT team can be put to work elsewhere on projects of more value to your organisation.</p> <p>Client-side installation of the software means minimal involvement thanks to a new internet based installer.</p> <p>Streamed from Office 365 servers Office 2013 practically installs itself.</p> <p>Automatic patch and security updates.</p> <p>Roadmaps for O365 are clear and for significant updates you'll get advanced notice so there's no surprises.</p>	<p>Ability to create a hybrid environment. IT administrators can create and configure hybrid environments that seamlessly blend the best of both worlds.</p> <p>Keep a mix of on premise and O365 users and enjoy unified functionality and access to data, whilst the breathing space to gradually move existing on premise solutions onto O365.</p>	<p>O365 Business is hosted and maintained by Microsoft which means there is no need to install and update software if you prefer not to.</p> <p>Users have access to everything they need without the IT team having to install and maintain servers and networks.</p> <p>Set up is fast with immediate access and allows users to access Office applications with a single sign in using any device in any location.</p> <p>Single sign in runs in the system tray for each device to allow for easy login to Office 365.</p> <p>IT maintenance is the responsibility of Microsoft data centres.</p>	<p>As part of your subscription, Microsoft provide a range of compliance and security technologies deployed along with an agreement not to scan your data for promotional purposes.</p> <p>The security technologies now include the following:</p> <p>128-bit SSL/TSL encryption to prevent unauthorised interception of transmissions to applications, files, and shared documents.</p> <p>Antivirus and anti-malware definitions are routinely updated.</p> <p>Email protection is provided using Forefront Online Protection for Exchange.</p>

Key areas to consider before migration

Decision makers will also need to answer four basic questions when deciding on whether or not to migrate some or all of their users to Office 365

1. Should we migrate our existing email archive to Office 365?
2. Should we migrate our active mailboxes to Office 365?
3. If yes to either, should we use Microsoft or a third-party to provide Office 365 services?
4. Should we use one or more other third parties to strengthen or provide other capabilities?

Here are some of the more important questions that decision makers should stakeholders, consultants and vendors as they consider a possible migration to Office 365:

ARCHIVING AND CONTENT MANAGEMENT	BUSINESS	REGULATORY	SERVICE LEVEL	MIGRATION	MOBILITY	INTEGRATION AND SUPPORT	PROFESSIONAL SERVICES
<p>Do we need redundant copies of our archived data in multiple, geographically separate locations?</p> <ul style="list-style-type: none"> + Data protection + Business continuity + Disaster recovery <p>Do we need to specify in which country(ies) our content will be stored or will not be stored?</p> <p>Do we need to add our corporate domain(s) and set up journal rules to capture all messages sent or received?</p> <p>What will be the impact of governmental actions on our ability to protect information?</p> <p>What options are available for maintaining an on-premise archive of cloud-based content?</p>	<p>Should we employ multiple providers in order to distribute the risk associated with going to the cloud?</p> <p>Should 3rd party cloud vendors be used to enhance the security of O365?</p> <p>Should we deploy O365 using only basic services with supplemental capabilities offered by third parties, or should we opt for more sophisticated services?</p> <p>What are the options available for cloud service portability?</p> <p>Is the email security protection offered sufficient for the needs of our business?</p> <p>What is the current level of internal IT support that we could devote to managing the migration to and support for Office 365 and third-party offerings?</p>	<p>Will the native O365 DLP capabilities be sufficient to meet our compliance obligations and how well will they integrate with other DLP capabilities we might have today or in the future?</p> <p>How well will native Office 365 capabilities comply with our regulatory obligations and what are the holes we will need to fill with third party services?</p>	<p>What should our backup strategy for O365 data be?</p> <p>Is O365 able to meet our requirements for uptime/availability?</p> <p>How reliable are third-party solutions focused on security, encryption, archiving, compliance, etc.?</p> <p>What metrics do we need to establish with regard to Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)?</p> <p>What compensation is offered by providers following outages?</p>	<p>Are there exit strategies available if it goes wrong or isn't the right fit for the organisation?</p> <p>What services are offered for migrating existing, on-premise Exchange mailboxes and email security settings to Office 365?</p> <p>What services are offered for migrating archived data from on-premise archiving solutions to either Exchange Online Archiving or a third party, cloud-based archiving solution?</p> <p>What services are offered for migrating from on-premises SharePoint to Office 365?</p> <p>Do these services include mail route control, split domains or blended solutions that can streamline the migration process?</p>	<p>Which mobile platforms are used today and which ones will be used in the future?</p> <p>Will Microsoft provide the needed support for Android-based and iOS-based mobile platforms ?</p> <p>How well will our mobile users be supported in O365 by third party providers?</p> <p>How well are users protected from malware on their mobile devices?</p>	<p>How much support will be required initially and long term?</p> <p>What support services are available with the providers we are considering?</p> <ul style="list-style-type: none"> + Online support + Telephone support + Chat support + Concierge + Onboarding + UK based support <p>How well can a third party vendor integrate with O365 from a user management and Active Directory sync perspective?</p>	<p>What extent will deep product integration with Microsoft services and software be required?</p> <p>Will Microsoft-focused professional services be required to assist in the migration and/or integration process?</p> <p>How much experience should a third party provider have with multiple Microsoft Platforms?</p> <p>How much will providers be required to know about Microsoft's underlying Technology?</p> <p>Will the provider(s) have direct access to internal Microsoft product team internal resources, training materials and technical content?</p>

Making the move - Who will actually manage it?

When the IT team has decided to make the move to Office 365, they need to decide how to run it. Generally IT teams have 2 main options – license via Microsoft and self-manage, or ask a provider like Wanstor to handle licensing, configuration and daily operations. In the table below is a comparison of self-managed Office 365 vs a third party provider like Wanstor:

	SELF-MANAGED	WANSTOR MANAGED
Expertise	You implement (or hire someone to implement) Office 365 and address compatibility issues, constant changes and ongoing management needs yourself.	Access to over 100 specialists with Microsoft certifications and the knowledge and support to ease ongoing management.
Day To Day Management	You handle navigating the Microsoft control panel, troubleshooting, potential outages, security and connectivity directly with Microsoft support.	Simplified Office 365 control panel and 24x7x365 front line support with escalated Priority calls as required.
Migration	You handle migration planning and execution.	Office 365 migration experts help organise your transition and migrate your email data.
Configuration	You handle populating and updating user information and settings.	Answers to questions about setup and preconfigured encryption service available.
Optimisation	You develop a deep level of understanding of the application in order for it to evolve with your business.	Optional services for consultative help with ongoing strategy and optimisation.
Security	The IT team are responsible for applying needed security settings and managing tools for security and encryption.	Easily apply security settings such as email encryption from the Wanstor Control Panel.
Support	Limited support options.	Unlimited, 24x7x365 support.
Billing	Ongoing payments, long-term contracts.	Pay as you go, flexible billing.

Migration Phases

Actual customer migration activities may vary and will be scoped prior project start - the below is a guide

ACTIVITIES

Assessment

- + Gather information about current environment
- + Provide technical guidance
- + Discuss remediation & migration plan

Remediation

- + Assist customer with source environment & identity remediation
- + Assist customer with export of user information
- + Assist customer with batch edits and provide automation scripts
- + For hybrid migrations: Advise customer on long-term source
- + Exchange server strategy

Enablement

- + Perform 365 onboarding and configuration
- + Identity integration

Migration

- + Provide email client & mobile device setup instructions
- + Assist with creation of customer employee communications
- + Validate mailboxes are ready for migration
- + Define migration schedule
- + Prepare for data migration pilot and follow up batches
- + Perform data migration batches starting with pilot group
- + Manage & monitor the migration of user batches
- + Provide remediation support for any encountered issues

Post-Migration

- + Verify completion of migration
- + Assist with DNS redirection
- + For hybrid migrations: Assist with decommission of source Exchange environment

Pre-migration - What you need to know

After you've decided the approach for managing Office 365 in your organisation, it's time to start preparing for the migration phase.

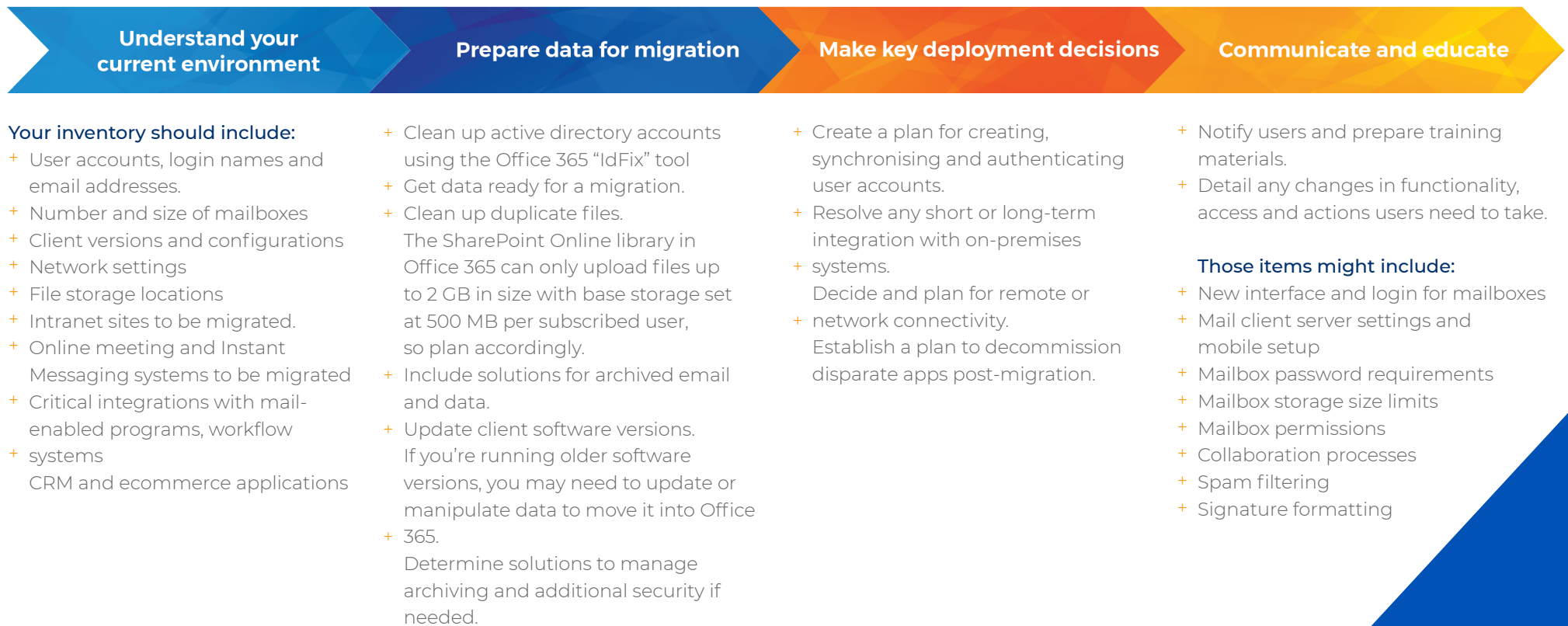
There are generally 3 types of Office 365 Migrations:

Cutover: Moves all the mailboxes and data in one operation and completed by an internal IT team

Third party/Specialist: Enlist a specialist like Wanstor with the right set of tools and processes to perform the entire migration

Assisted: Migration guided by the specialist provider who will be responsible for the ongoing maintenance of the application suite

Wanstor's suggested migration process for Office 365



Office 365 Onboarding - Suggested activities

Wanstor's Office 365 migration services include a team of migration specialists who onboard you as efficiently and painlessly as possible. With hundreds of Office 365 migrations under our belt, we can help the IT team to navigate the various components of the migration process.

We currently offer two levels of migration services: a self-service migration offering and an assisted migration option.

Assisted Migrations

This migration service is designed to help IT teams in need of a specialist to manage their entire email migration project. In order to reduce the amount of work involved for you, we provide all of the following with our assisted migration service:

- + A dedicated Migration Specialist available to you
- + A two-pass migration plan that migrates mail, contacts and calendar
- + Data for mailboxes under 50GB each
- + DNS guidance for the Going Live phase
- + Email Client and Mobile Device setup for end users via one of our Wanstor tools

A dedicated migration specialist works with your IT team to help resolve any issues that may arise during the migration process. After your migration is complete, our Office 365 support team will be available for all future questions and assistance.

Self-service Migrations

We provide you with a reliable, easy tool to start and finish the migration at your pace. The tool is housed within your Wanstor control panel. If you have any questions, our migration experts are available to help.





Onboarding Phase	Activities
Planning	<ul style="list-style-type: none">+ Gather information about current environment+ Discuss plan for migration: timeframe, scheduling, etc.+ Add new mailboxes in control panel
Testing	<ul style="list-style-type: none">+ Create migration project+ Test connectivity to source environment+ Prepare for data migration of all mailboxes
Migrating	<ul style="list-style-type: none">+ Initiate migration (1st Pass)+ Receive status updates for migration+ Verify completion of migration
Go Live	<ul style="list-style-type: none">+ Update MX records for domain (contact DNS provider)+ Verify MX records have been updated
Review	<ul style="list-style-type: none">+ Configure Autodiscover
Post-Migration Check	<ul style="list-style-type: none">+ Initiate a 2nd migration to retrieve inconsistent email data after MX record change+ Verify completion of 2nd pass migration+ Provide email client and mobile device setup instructions+ Ensure connectivity and test mail flow



What can be migrated via Wanstor tools

Wanstor uses a variety of tools to help it's customers migrate successfully to Office 365. Our tools enable IT teams to migrate the following items, depending on the supported system currently being used by your IT team:

Microsoft Office 365: Inbox, Folders, Emails, Contacts, Calendars, Tasks, Journals, Notes, Server-Side Rules, Folder Permissions, BCC Recipients

Exchange Server 2003 (Source Only): Inbox, Folders, Emails, Contacts, Calendars, Tasks, Journals, Notes

Exchange Server 2007: Inbox, Folders, Emails, Contacts, Calendars, Tasks, Journals, Notes, BCC Recipients

Exchange Server 2010 SP1+: Inbox, Folders, Emails, Contacts, Calendars, Tasks, Journals, Notes, Server-Side Rules, Folder Permissions, BCC Recipients

Google Apps/Gmail: Inbox, Folders/Labels, Emails, Contacts, Calendars

GroupWise 7+ (Source Only): Inbox, Folders, Emails, Contacts, Calendars, Tasks

Lotus Notes 6.5+ (Source Only): Inbox, Folders, Emails, Contacts, Calendars, Tasks

Zimbra 6+ (Source Only): Inbox, Folders, Emails, Contacts, Calendars, Tasks

IMAP: Inbox, Folders, Emails

POP (Source Only): Inbox, Emails

Open-Xchange

Amazon S3: Inbox, Folders, Emails, Contacts, Calendars, Tasks, Journals, Notes, Server-Side Rules Migration path for non-email data

At each stage of the migration process Wanstor's Office 365 experts will guide you through migrating all of your email data. If you have existing data in the following Office 365 applications, we will be happy to discuss how you can create a migration plan.

- + SharePoint
- + OneDrive
- + Office 2016
- + Teams

Wanstor's recommended route to Office 365

For most IT teams, an assisted migration offers the least disruption and best ROI for running Office 365. From migration through ongoing maintenance and troubleshooting.

Wanstor's Microsoft Certified Professionals have been helping customers overcome the complexity of adopting Microsoft technologies for more than 15 years.

Across multiple clouds, Wanstor mixes technology and automation with human expertise to deliver ongoing architecture, security and 24x7x365 operations support to help make sure IT teams receive the most value from their Microsoft investments.

Our experts have migrated thousands of users across hundreds of customers to Office 365 and have witnessed just about every migration scenario - from 100 user businesses to those with thousands of users.

BASIC SUPPORT FOR OFFICE 365 Licensing + Support

- + Choice of 13 Office 365® licensing plans
- + 24x7x365 live, UK-based support via phone, chat and email
- + No limit on the number of tickets and requests per month, and never any per incident charges
- + Free email migration, deployment assistance and daily troubleshooting for the entire suite
- + Prioritized Microsoft support escalations
- + Add-on security and compliance solutions like email encryption, email archiving and Microsoft® Azure™ Rights Management

MANAGED SERVICES FOR OFFICE 365 Support and Advisory Services

Basic Support for Office 365, plus:

- + Proactive guidance and advisory services to include:
- + Technical account manager and technical account reviews
- + Training for new features
- + Technical road map assistance
- + Ideal for large and complex Office 365 deployments
- + Available for Office 365 plans purchased from Wanstor, directly from Microsoft or from a third-party provider

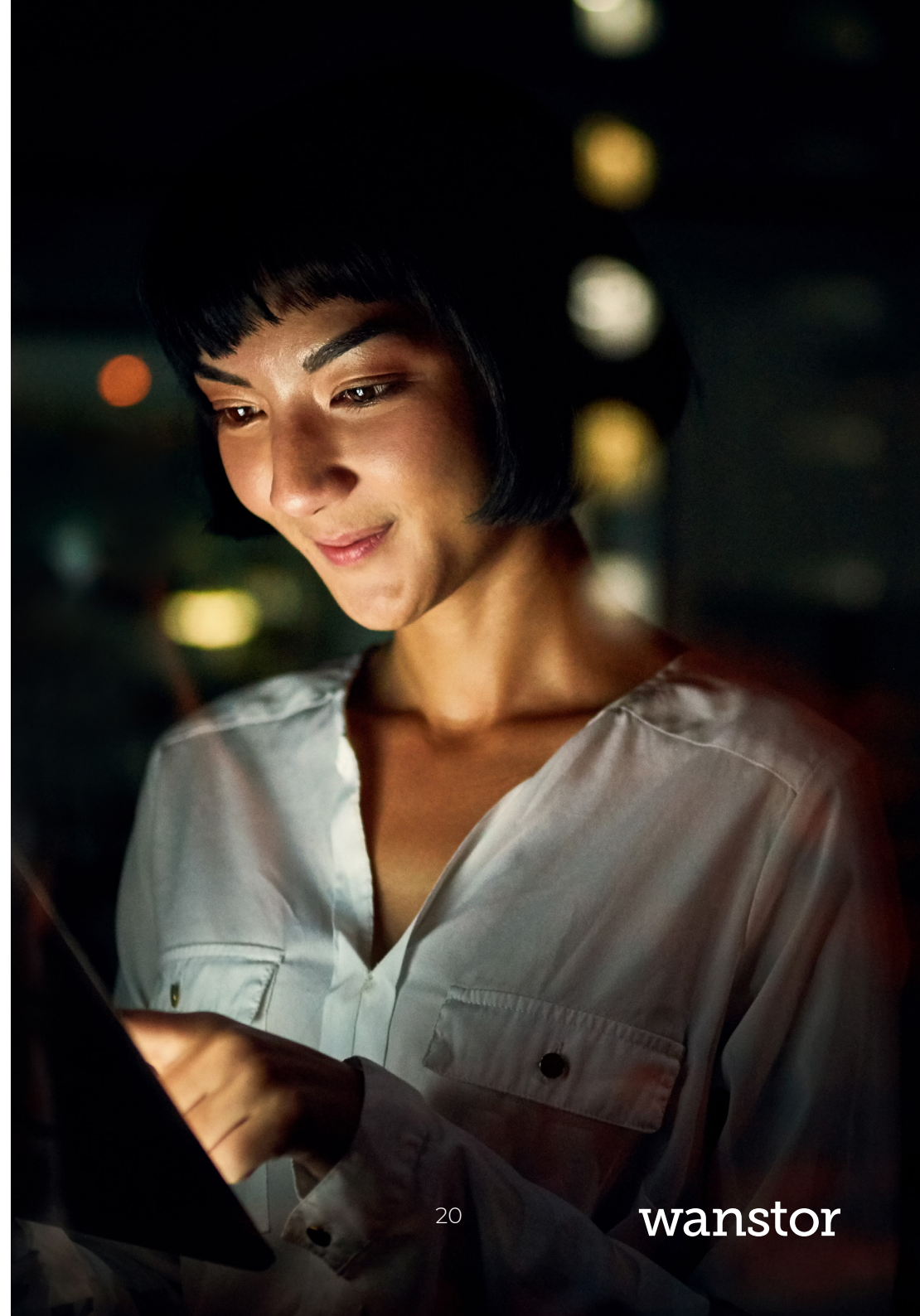
Maximise your Office 365 investments

IT leaders are often under pressure to move to and take advantage of the newest technology and software available. This is usually despite the limitations of their own staff or capability to effectively leverage all the features a new service can provide.

If you are an IT leader thinking about investing in Office 365, make sure you have a plan to maximize your investment. IT staff often get caught up governing and overseeing critical email environments and making sure the business is using the most recent version of collaboration and productivity software.

Microsoft Office 365 from Wanstor solves this by providing world leading administrative support and troubleshooting, day-to-day management of the entire Office 365 suite and managing automatic updates with the addition of new features.

This means internal technical staff are able to claw time back from the traditional heavy burden of mundane administration tasks to do with email and Microsoft applications. This enables them to focus on more strategic, revenue-generating activities.



It also enables the IT Director to put in place plans to future proof end user IT so they do not have to constantly upgrade new hardware and purchase new versions of Microsoft software.

By investing in an on premises network, organisations of all sizes make a huge financial commitment to implement an environment that can quickly become obsolete. It also requires a substantial ongoing investment in resources and infrastructure to make sure the operating system chosen is resilient and available when an organisation and its users need it most.

Office 365 from Wanstor includes ongoing software updates providing more features and better service, so IT teams do not have to purchase new software for every new release. Plus, the components are run and managed in Microsoft data centres, reducing the need to purchase and deploy new infrastructure.

By deploying a Microsoft Office 365 solution organisations can also be ready in case of hyper growth or seasonal fluctuations in demand.

One limitation of investing in your own on premises environment is that it has a fixed capacity, making it difficult to expand with growing organisational needs.

Office 365 from Wanstor has the power to scale with a growing organisation, offering the extra infrastructure to deal with rapidly growing email demands, increasing storage needs, larger file and attachment sizes and changes to user accounts because of new hires. This allows the IT team to focus on what matters without worrying about technological limitations.

Office 365 also removes inconsistent user experiences with disparate systems and versions of software. With Office 365, every employee can enjoy the same user experience, making it easier to support internally and easier to collaborate and share files.

This also means higher adoption rates, improved productivity and full compatibility between users.

Improving security in Office 365

Microsoft provides a number of security capabilities in Office 365: anti-virus and antispam filtering; physical access controls that using multiple authentication schemes at its data centres that are managed by Microsoft Global Foundation Services; and employee access that is restricted by job function; among other capabilities.

However, there are some security limitations that decision makers should take into account as they consider a migration to Office 365.

These include:

The use of a multi-tenant architecture: Office 365 employs a multi-tenant architecture, dictating that multiple customers' environments run on the same servers. While this can provide a secure management environment, there are organisations – particularly those in heavily regulated industries or those that manage confidential or sensitive information – that may not find the use of such a shared data environment feasible.

Although Microsoft isolates customer data into silos, the company offers the ability to store Office 365 data on dedicated hardware for an additional cost.

Additional security layers may be needed: Microsoft Exchange Online Protection (EOP)^{xxviii} uses several scanning engines from leading security vendors. EOP's Service Level Agreement (SLA) claims to detect 100% of all known viruses with updates every 15 minutes. However, some customers may want to add an additional layer of inbound protection in order to improve abilities for phishing or spearphishing detection capability, as just one example. Alternatively, they may simply want to add another layer of malware or spam filtering for additional protection beyond what Microsoft provides.

Graymail capabilities have been added to EOP: but it classifies graymail as spam, leaving it undifferentiated from “actual” spam. DLP compliance template capabilities have also been added to EOP, but they will not satisfy all customers' needs. In addition, Teams does not scan files or other content for malware.

Moreover, it is essential to segment phishing content from spam, allowing for proper management of phishing messages (for example; not placing phishing messages in the same quarantine as spam so that end users cannot open phishing messages and have their PC and the corporate network potentially compromised).

Advanced threat protection: Office 365 may not provide the complete level of protection from advanced threats that many organisations will need. For example, if an attacker creates a new URL specifically targeted against a company and links it to malware, EOP may not scan those new links and the content behind those links at the time of click in order to block those that are malicious, or block those whose intent has been changed to malicious from the time the message was sent.

Because many larger organisations will need to wrap advanced security capabilities like these around Office 365, the basic security capabilities in Office 365 will need to be evaluated in light of decision makers' attitudes toward risk.

Mobility limitations: Office 365 will wipe only ActiveSync devices. This can be a serious limitation for the large number of organisations that still support BlackBerry devices and do not want to do so via ActiveSync. Plus, while all versions of Office 365 support the BlackBerry Internet Service, not all versions support BlackBerry Business Cloud Services. Although BlackBerry supports ActiveSync, there have been some reported problems.

An alternative for many organisations will be to deploy BlackBerry Enterprise Services, which will offer support for not only BlackBerry devices, but also iOS and Android devices, but this will add to the cost of Office 365. Microsoft is responsible for Office 365 backup and recovery. Microsoft manages all of the backup and recovery of content for Office 365 customers unless they have implemented their own capabilities at an additional cost.

Moreover, there are no native selective restore capabilities. While Microsoft's management of backup and recovery is not necessarily an inherent weakness, customers must rely on Microsoft to manage this part of the Office 365 experience and to do so in a timely manner.

In summary: Office 365's included security is quite reasonable, but it does not offer all of the advanced protection features of a dedicated security provider. Consequently, security in Office 365 may not be the most suitable security solution for every organisation.



Guarantee response times for support: Use Wanstor

When the IT Director purchases Office 365 directly from Microsoft, they only receive limited free support, and Microsoft advises relying on community support guides, blogs and help from peers and self-help troubleshooters. The question all IT Directors need to ask - Is this support model sufficient for their organisational needs?

For Office 365 Business Plan or Enterprise users, Microsoft is only able to provide commitments to critical events that prevent users from accessing your services or data, severely impact deadlines of profitability or affect multiple users or services. Even then, Microsoft may not be able to respond an organisations needs in less than one hour, and offer no assurances that they will resolve the issue. In short - Microsoft offers no commitment to response times or when they will be able to address your request. Plus, support is ONLY available during regular business hours for the following types of issues:

- + High concern events that affect the productivity of users, but have moderate business impact
- + Events that can be dealt with during business hours
- + Events that affect a single user, customer or service
- + Non-critical issues, like configuration needs, administrative tasks and issues that partially affect a single user

Are you as the IT representative prepared to explain to an executive that you cannot restore their email for hours or even days because you cannot get a response or access the right support?

Even Microsoft recommends that IT teams handle complex needs and problems by adding the purchase of personalized elevated support. Microsoft professional support requires a credit card before you can even speak to a support agent, and is available for \$499 per incident. You can buy a five-pack of incident support for \$1,999.

Even at this premium rate, there may be an entire business day or more that passes before you hear from a support agent. Additionally it should be noted, an incident is defined by Microsoft as "a single support issue and the reasonable effort(s) needed to resolve it."

A single support issue is a problem that cannot be broken down into subordinate problems. If it can be broken down into subordinate problems, each subordinate problem will be considered a separate incident. An incident may require multiple contacts and off-line research to achieve final resolution.

The time spent in delivering these solutions is independent to the amount you will be charged. Unfortunately, Microsoft cannot guarantee to resolve all issues due to the diversity of customers' configurations. Customers may request to close a case before it is resolved; however, the chargeability is at the discretion of Microsoft. Microsoft support will agree upon the definition of the problem with you when you raise the support incident.

The incident will only be closed after the support professional has delivered one or more suggested solutions to you. If the support professional is unable to deliver a solution, you will be notified and the case will be closed as unresolved. The chargeable status of an unresolved case will be at Microsoft discretion.

If additional issues still exist outside of the solution that has been reached, that constitutes a separate incident. Enterprise customers above 300 users are encouraged to buy Microsoft Managed Services and Premier Support to address their needs at an additional cost of tens of thousands of dollars per year just to meet the level of support Wanstor Microsoft support experts can provide.

Plus, if you need a custom engagement and all the benefits of a deep support experience in addition to day to day management and support, Wanstor Managed Services for Office 365 can provide a valuable dedicated Account Manager and proactive support at a much lower cost than Microsoft.



Wanstor support for Office 365

Wanstor can provide phone, chat and email support 24 hours a day, 7 days a week, 365 days a year. For support ticket requests we guarantee 4 hour response times for critical business needs and 8 hour response times for any non-essential assistance required.

Our Office 365 experts take ownership of your problem from first contact and work with you to solve the issue as if we were a member of your own staff. If we need to engage Microsoft to address your problem, we escalate the issue on your behalf to an exclusive line available only to Microsoft partners.

Wanstor Managed Services for Office 365 provides 24x7x365 Support and ADDS migration and migration planning, customized one on one coaching, quarterly reviews, training on new features and help with deploying and encouraging adoption of every feature available to you in the Office 365 suite.

At Wanstor we understand every business, charity and not for profit organisations Office 365 configuration and specific deployment needs are unique, and sometimes a basic support solution just won't work. Every time you reach out to Microsoft support, you are working with a new team that has very limited information about your specific usage and configuration.

Your organisation deserves support that will solve your individual issues, which often requires more knowledge of your business and environment. Wanstor Support for Office 365 experts get to know your IT team and infrastructure. They then provide a solution tailored to your organisations situation with knowledgeable experts every time you call.

Enjoy the benefits of Office 365, managed by recognised experts. Call us on **0333 123 0360**, email us at info@wanstor.com or visit us at www.Wanstor.com for more information about Wanstor Office 365 migration and management services.

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