



# OFFICE 365 MIGRATION: IT'S JUST A MIGRATION WHAT COULD POSSIBLY GO WRONG?



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hat can go wrong with an Office 365 migration? Probably more than you'd expect. An Active Directory consolidation might result in data loss and disrupt the business.

Coexistence between Lotus Notes and Office 365 could fall apart during the transition when someone bungles the job of routing email correctly between tenants. And failure to automate complex manual processes can blow up costs.

Such issues are waiting in the wings to bedevil IT staff in those businesses that have not yet made the switch. There are plenty of them out there. It is expected that about one-third of business office users will have yet to make the transition to Office 365 by sometime in Microsoft's fiscal 2019 year. Similarly, about 30 percent of its Exchange/Outlook customers will still be using on-premises versions of Exchange/Outlook messaging software at that time. As many of these companies contemplate their move to the cloud version of Office, they must ensure that big gaffes or poor support services don't miss timelines, overrun budgets, or cause end users to lose faith in the migration process.



How to make the transition go smoothly? Look to the points below as guidelines to build a strong foundation for Office 365 migration plans, and to the help available from Quest's tools and support services.

**PREPARE FOR THE MIGRATION.**

That sounds pretty obvious, but an Office 365 migration project is a really big undertaking, considering how many products and services can comprise the various versions of the solution. So, it's easy to miss something in the planning process. No matter which subscription an enterprise chooses, evaluating the existing environment is a key first step.

Active Directory is the foundation of the application environment, controlling permissions and access across the organization. Modernizing AD for Azure and Office 365 before synchronizing to Azure AD requires visibility into AD users, groups, roles, permissions, and critical IT assets. And it means cleaning up all the obsolete and duplicative objects in the on-premises environment if you hope to counter security issues, save time and avoid unnecessarily driving up costs. When Azure AD becomes the source for authentication in Office 365 cloud apps and SharePoint Online, you want to be assured that solid user access and provisioning/deprovisioning are in place for a strong security baseline.

## SOLID PLANNING AND THE USE OF PRE-MIGRATION SOFTWARE TOOLS HAVE SET THE STAGE FOR IT TO GO INTO ACTION FOR THE VARIOUS MIGRATION AND CONSOLIDATION PROJECTS THEY MUST UNDERTAKE.

It's especially important to have security under control as early as possible to avoid having hackers take advantage of the changes underway to penetrate the enterprise. To be safe, you have to enhance security and threat protection for logons and authentications for AD, Azure AD, Office 365, Exchange and more by using proactive auditing and monitoring tools.

Another preparation issue is to keep in mind the fact that something will go wrong somewhere along the way as the business expands to the cloud. An enterprise backup and recovery strategy is as important for Azure AD as it is for AD. After all, no one wants to spend a full day undeleting cloud objects from the Azure AD recycle bin!

- **Software solutions for pre-migration activities:**

- > **Quest Enterprise Reporter for Active Directory** and Azure Active Directory gives the organization scalable visibility, and auditing and reporting across the environment. Its search capabilities, reports and visualizations make it easier to discover and assess user and group dependencies, conflicts, and unused accounts; see who has rights to AD and Azure AD resources; gain

insight into security compliance with internal and external standards; and search for user activity, suspicious patterns and more.

- > **Quest Change Auditor** provides a single view of activity across hybrid on-premises and cloud Microsoft environments. It's the one-stop source for complete, real-time IT auditing, in-depth forensics and comprehensive security monitoring, as well as the solution for preventing unauthorized changes to critical data.
- > **On Demand Recovery for Azure AD** is the fast route to securely backing up and recovering Azure AD and Office 365, pinpointing specific changes or deletions made since the last backup and enabling the selection and roll back of only what's required, including individual cloud-only attributes rather than restoring the entire object.

### CONDUCT SEAMLESS MIGRATIONS FROM SOURCE TO TARGET PLATFORMS.

Solid planning and the use of pre-migration software tools have set the stage for IT to go into action for the various migration and consolidation projects they must undertake.

## IT IS LIKELY TO HAVE TO HANDLE MULTIPLE MICROSOFT PLATFORM MIGRATION AND CONSOLIDATION EFFORTS DEPENDING ON ORGANIZATIONAL GOALS AND TURNS OF EVENTS.

They go into these projects knowing that workload migrations should have zero impact on the organization and end users. Ideally, IT won't find itself in the position of dealing with migrations or consolidations that consume too much of its time and labor resources or create system downtime. And turnovers should be so seamless that users will not even be aware that they've been moved from one source to a new target organization. This has positive cascading effects: The help desk won't be burdened by frustrated staff calls and IT workers can be confident that their capabilities are not in doubt.

IT is likely to have to handle multiple Microsoft platform migration and consolidation efforts depending on organizational goals and turns of events. As an example, a business may want to consolidate multiple AD forests composed of a dozen or more domains and thousands of user accounts into one: Doing so would ensure that users in one domain wouldn't have to jump through hoops to get access to a critical application that might exist in another, as just one advantage. It also would make it possible for the company to establish and maintain one set of security policies for the entire organization. It wouldn't be unrealistic for IT to

think that such a project could take more than a year.

In another case, the acquisition of one company by another may require migrating directories, mailboxes and shared data from one Office 365 tenant to another—and to ensure that there is directory coexistence from the start. That's a lot of moving parts to cover, and a lot more opportunities to lose data in the process.

Proper scheduling and automation of migration tasks, management and reports generation is vital for keeping abreast of status and the well-orchestrated provisioning of users and sites with optimal configuration settings are equally a part of having a quietly successful transition. So, too, is maintaining co-existence when it's not possible to cut all data over from one platform to another in a day.

- **Software solutions for seamless source-to-target migrations:**

- > ***Quest Migration Manager for AD & File Servers*** efficiently migrates and restructures AD and file server data. It lets IT stage users, schedule workstation moves and update permissions to migrate all types of objects—users, groups, computers, volumes and so on—and to maintain complete coexistence

## THE DIRECT SYNCHRONIZATION OF MAILBOXES, DISTRIBUTION GROUPS, CALENDARS AND PUBLIC FOLDERS IN PARALLEL PROVIDES TRUE COEXISTENCE BETWEEN MIGRATED AND UNMIGRATED USERS.

by providing user access to all network resources. With its test mode capabilities, IT can verify the accuracy and security of the migration plan.

- > **Quest Migration Manager for Exchange** drives business continuity by making it possible for users to continue accessing their workstations, resources and email, regardless of their Office 365 migration status. The direct synchronization of mailboxes, distribution groups, calendars and public folders in parallel provides true coexistence between migrated and un-migrated users. Automatic updates of Outlook profiles for users when they log on to the network eliminates the need to visit every workstation and manually reconfigure profiles, too.
- > **Quest On-Demand Migration** takes a SaaS approach to open the door for migration from one Office 365 tenant to another with day one coexistence. The ability to automatically discover accounts that need to be migrated for a match between source and target is complemented by having a dashboard for scheduling user migrations and

monitoring progress. It also provides storage migration to direct OneDrive folders from one tenant to the other.

- > **Quest Coexistence Manager for Notes and Quest Coexistence Manager for GroupWise** are the tools to use to sync legacy Notes or GroupWise directories with Office 365 and Exchange. That means that users can continue to collaborate, share a common directory, and view availability and schedule meetings with other users, no matter where their mailboxes reside. Accuracy is assured when email and calendar data is sent between Notes or GroupWise and Exchange.
- > **Quest Migration Manager for PSTs** put IT in the driver's seat when it comes to handling the prolific Outlook PST problem, where PST files on user computers equate to unmanaged data—certainly an issue for e-discovery requirements. An automated, fast and complete identification tool for PSTs discovers files on devices and locations that might otherwise be excluded so that they can be migrated to targets such as Office 365.



## MIGRATIONS THEMSELVES HAVE AN END. BUT MANAGING BEYOND THAT POINT IS A CONSTANT ACTIVITY AS MICROSOFT CONTINUES TO MOVE DEEPER IN THE DIRECTION OF THE CLOUD.

- > **Quest Migration Manager for Email Archives** supports a variety of third-party sources for targeted migration to Office 365 and other cloud systems. With granular migrations, IT can choose what gets moved, and repetitive tasks such as user mapping are completely automated. Importantly, it captures full audit trails and security logs at each phase of the migration for validating chain of custody.
- > **Metalogix® Essentials for Office 365** makes it easy to consolidate content from SharePoint, Box, Dropbox, Google Drive, personal drives and file shares into Office 365. You can see what was moved successfully and fix issues right from the reporting views.
- > **Metalogix Expert** delivers insights to help you plan your SharePoint migration, optimize your storage structure and protect against security risks.
- > **Metalogix Content Matrix** simplifies complex SharePoint migrations and consolidates file shares without disrupting your business processes.

### MANAGE POST-MIGRATION WITH EFFICIENCY AND EFFECTIVENESS.

Migrations themselves have an end. But managing beyond that point is a constant activity.

As Microsoft continues to move deeper in the direction of the cloud, for example, Office 365 services are continually updated with feature improvements. That's a big plus, but administrators also will have to be diligent in ensuring that on-premises versions of Microsoft solutions that still exist in their environment are kept current, too. That way, the use of these new capabilities won't be limited. To that end, they should expect patching on-premises ADs and any servers set up in hybrid mode to be among their regular responsibilities.

That's just one aspect of Office 365 post-migration upkeep exercises. Maintaining hybrid AD security, permissions reporting, compliance auditing and more are part of the picture too.

- **Software solutions for post-migration requirements.**

- > **Quest Active Roles** will automate the entire provisioning, re-provisioning and de-provisioning tasks, and builds in an audit trail for every activity, too. Group management and license management are key features.

## STRONG SUPPORT SERVICES MATTER JUST AS MUCH TO SUCCESSFUL OFFICE 365 MIGRATIONS AS DO HIGHLY CAPABLE TOOLS.

- > **Quest Change Auditor for Exchange**, an Office 365 mailbox auditing tool, lets IT keep its finger on the pulse of the audit process by tracking, reporting and alerting about configuration and permission changes in real-time. Its ability to generate intelligent reports is vital for protecting the enterprise against policy violations and the errors that may come about in the course of everyday modifications.
- > **Quest Change Auditor for AD** takes a proactive role to help in preventing insider threats and data breaches through real-time auditing of users, groups, roles and identities and security monitoring on key configuration, user and administrator changes for AD and Azure AD. For example, it discloses who made a configuration change, and when, where and from which workstation. Reports for GDPR, SOX, HIPAA and other regulatory compliance mandates can be delivered as auditor-ready documents.
- > **Quest Enterprise Reporter** for Exchange provides security insights into who has access into what sensitive information that is present in individual or shared Office 365 mailboxes. IT can stay on top of email security and internal and external audits with its predefined and customizable reports.
- > **Recovery Manager for Exchange** speeds email recovery, restoring objects instantly so that IT can more quickly respond to disruptions. It provides the ability to search multiple email data sources from a single interface and compare content in selected source and target email sources to find lost or deleted content. Its functionality makes it well-suited for e-discovery compliance.
- > **UC Command Suite** simplifies analyzing the cost, adoption and performance of unified communications environments including Exchange, Office 365, and Skype for Business. With it in place, it's possible to find bottlenecks in the communications flow, gain insight into and optimize the user experience and perform forensic analysis and communication breach remediation.
- > **Metalogix StoragePoint** helps you optimize storage to control SharePoint costs and ensure strong performance.
- > **Metalogix ControlPoint** helps you secure, administer and govern the sensitive content in your SharePoint environment by spotting suspicious user activity, identifying documents that contain personal and sensitive information, and more.

- > ***Metalogix Sensitive Content Manager*** detects and classifies sensitive SharePoint content on premises and in the cloud.
- > ***Metalogix Archive Manager*** automatically archives, manages and secures all of your organization's files and emails.

### **SUPPORT MATTERS TOO**

Strong support services matter just as much to successful Office 365 migrations as do highly capable tools. Quest makes both of these its highest priority.

Its support staff has decades of combined experience in helping IT leaders accomplish complex migration tasks of every kind. The Quest support team stands behind administrators as

they move across Office 365 and on-premises environments during complex migrations. In addition to providing a live "helping hand," these experts have contributed to a large knowledge base of articles that IT leaders can tap into to explore different migration scenarios, solutions to common problems, and everything else that's helpful to know when planning or conducting an Office 365 migration.

To find out more about how Quest can be a valuable resource for your Office 365 migration, please visit here:

<https://www.quest.com/>

The Quest logo features the word "Quest" in a bold, orange, sans-serif font. A small trademark symbol (TM) is positioned at the top right of the letter "t".