



Quest Migration as a Service Offering (QMaaS)

Description

The Quest Migration as a Service Offering will provide customers with a migration concierge who migrates mailboxes tenant to tenant on the schedule you provide. This service will enable you to sit back and relax and let Quest remove the day to day tasks associated with your mailbox migrations.

The QMaaS service offering includes the following:

- Provide Customer Care Concierge (CCC) responsible for guiding the Program's progress of the environment(s) to enable a conceptual design to suit the needs of the project.
- Provide customer the environment preparation criteria and ensure all those requirements are met prior to start of mail migrations.
- Perform end to end technical testing to ensure Quest ODM platform is able successfully complete a single migration under the present configuration.
- Conduct a business pilot as defined to ensure all aspects of the solution, its configuration, and its results meet the organization's technical and process expectations and requirements.
- Manage Migration schedule determined and validated with your team
- Provide an Office 365 Reporting Portal that gives you visibility into your Office 365 environment. Our reports will help you identify services that are not being used, manage security and measure return on your investment

Outcomes

The QMaaS Offering helps to get your tenant to tenant migration up and running quickly and properly to begin mailbox migrations. Whether your program does not have the time or resources it requires to manage your migrations, or if it lacks the technical expertise, our Customer Care Concierge (CCC) expert will guide you through the migration process using our proven implementation methodology.

By utilizing our proven methods, your company will be migration ready and our team will be standing by to help avoid common pitfalls that can occur in migration projects. All this allows you to maximize your return on investment in the product and in your migration program.

- The QMaaS offering engagement prepares your tenant to tenant migration and includes Source and Target Tenant Readiness guidelines/checklist

Benefits

- Overcome internal resource constraints
- Save valuable time with help from experts to implement your migration strategy
- Utilize your dedicated concierge to perform your migration on your timeline

- Savvy about ODM technology
- Proven ability to deliver quickly and simply on what matters most

Approach and activities

Our services concierge will work with your IT personnel on the following three phased approach:

- **Onboarding Phase**
 - Quest will host an onboarding session that will allow your IT Department to perform the necessary processes to prepare for this QMaaS Program. This Phase will likely require the most technical interaction with your O365 Tenants and IT Department.
 - > Customer is sent Welcome email
 - > Explains the onboarding phase which ensures customer requirements are met
 - > Verify tenants' source and target
 - > Verify License version
 - > Verify mailbox count
- **Operational Phase**
 - This Phase represents the bulk of this QMaaS Program. This Phase will require collaboration between your Organization and QMaaS staff. This Phase represents the steps necessary to perform the necessary Mailbox Data Synchronization & Migration. This Phase will require a heightened level of collaboration with your end user population as significant events are performed by QMaaS Staff.
 - > Run Discovery in ODM
 - > Create Mailbox collections based on customer schedule
 - > Match Users (migrate users if necessary)
 - > Run ODM Migration Task to create mailbox in tenant
 - Set forwarding
 - Assign license
 - > Run ODM Migration Task to start mailbox copy
 - > Send Switch email to migrated mailbox
- **Closeout Phase**
 - This Phase represents the completion of this QMaaS Program. All technical, financial, and collaboration becomes final.



Prerequisites and assumptions

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- Customer is in the US
- Customer is migrating from tenant to tenant – where Customer is migrating up to 500 mailboxes only
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Customer provide migration schedule

The information above is a general description of software consulting services that Quest may provide during the services engagement. The actual services to be provided will be as stated in the order for such services.

Additional notes

For more information, please contact your Account Manager.

Price

For more information, please contact your Account Manager

SKU

AAA-WGA-PP EMAIL MIGRATION AS A SERVICE PER MAILBOX PREPAID MIGRATION SERVICE

