

Professional Services Guided Flash Cut Migration (Exchange only)

Applies to Part Number S-200-2240

Migration Overview

The migration and implement solution outlined below covers the migration of your legacy Exchange messaging directory and mailbox server data to our hosted Microsoft Exchange environment in a flash cut approach. Tasks include designing, testing and conducting the migration. All your legacy email accounts will be switched to our hosted Microsoft Exchange environment in a flash-cut approach over an evening or weekend with the total contiguous project time from start to completion not exceeding six weeks and a minimum of two weeks.

Migration includes designing, testing and support for:

- Migration of legacy Exchange mailboxes to our hosted Exchange environment
- Migration of up to 120% of the customer's aggregate storage allocation of server messaging data per mailbox to the hosted Exchange environment
- Creation of existing mail-enabled global contacts and mail-enabled global distribution lists
- Installation and configuration documentation for Outlook client configuration
- Documentation, phone training and administrative support on configuring the Outlook client
- Technical coordination and administrative support throughout the migration effort

Our team will lead the migration effort with your resources providing information and implementation support. The migration will follow our proven messaging service methodology. This migration will ensure that all of the users are fully operational on our Hosted Microsoft Exchange solution and that all specified email data has been migrated.

Professional Services Guided Flash-Cut Migration Solution (Exchange-to-Exchange) Includes:

- Assessment of your legacy Exchange server by leveraging our automated Exchange discovery tools
- Design of message routing and mail migration solutions
- Design and development of a distribution list implementation process
- Account setup and desktop implementation support for your email administrators
- Migration of up to 120% of the customer's aggregate storage allocation of server messaging data per mailbox to our hosted Exchange environment

This migration is based on the following:

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- Your staff, with our assistance, will perform the message data extracts using tools and procedures we specify and will transfer the data to us.
- You will leverage existing desktop support personnel using detailed desktop deployment documentation and tools we provide to you.

We Provide:

- DNS recommendations and technical assistance for coordination of the MX record transfer for the customer's email domain and technical assistance and guidance for the setup of your AutoDiscover DNS entry
- Initial bulk provisioning of your legacy Exchange Global Address List (mail-enabled users, groups and contacts). We will provide a tool that you can run in your environment to get us an inventory of your mail-enabled objects (users, groups, contacts).
- Initial bulk provisioning on the Services of distribution lists based on the extracts from our automated Exchange discovery tools
- Migration of up to 120% of the customer's aggregate storage allocation of server messaging data per mailbox to our hosted Exchange environment
- Documentation and toll telephone-based technical guidance for the customer's email Administrator(s) in installing and configuring the Microsoft Outlook client to access the services
- Training on our administration portal sites for the customer's designated email Administrator(s)
- Documentation on how to migrate Public Folder data
- Email Migration Project Management
 - a. Hosting weekly checkpoint calls
 - b. Publishing weekly checkpoint notes
 - c. Publishing and keeping the email migration project plan up-to-date
 - d. Issue Tracking/Resolution

Customer Provides:

- Performing all DNS and network changes necessary for customer's systems to support the Services
- A list of the mailboxes along with associated demographic information to us for provisioning customer's mailboxes leveraging our automated tools
- A report from the legacy Exchange server with information on existing distribution lists leveraging our automated tools
- Us with an administrative account that has full mailbox rights over the mailboxes to be migrated
- Us with a storage detail report for all mailboxes to be migrated
- Performing all desktop configuration changes needed to access the services based on documentation we provide to you
- Backing up and restoration of legacy email data
- Backing up and restoration of legacy wireless device data
- Migrating legacy Public Folder data (if applicable)

Out of Scope

- End-User training
- End-User support from our Deployment or Professional Services Teams
- Upgrading end-user desktop hardware
- Upgrading end-user desktop operating system
- Migrating desktop based email data (e.g. local PSTs) or any other non-Exchange server data
- Migrating mailboxes not defined in the provided Exchange server extracts
- Migration of Legacy Exchange Distinguished Name (LEDN)
- The migration software will not migrate the following:
 - a. Items that do not match folder types (i.e. calendar responses within a mail folder)
 - b. Custom items that do not inherit from the core system types (Example: items which are not true emails, calendars, contacts, journals, mail, notes, or tasks)
 - c. Calendar notifications such as invites, cancellations, etc.
 - d. Acceptance status for meeting participants (e.g., accepted, declined, tentative)
 - e. From Exchange 2003: BCC recipients (also resource attendees for appointments)
 - f. Personal Distribution Lists
 - g. Bounce notifications such as Non-Delivery Report/Receipt (NDR) or Delivery Status Notification (DSN)
 - h. RSS Feeds
 - i. Mailbox settings, sharing settings, client settings (ex: default font)
 - j. Mailbox rules and folder permission settings (only supported from Exchange Server 2010 SP1+ and above to Exchange Server 2010 SP1+ and above)

Assumptions

The following assumptions apply to the migration solution:

- You will make all DNS changes based on our recommendations.
- You will follow processes defined by our Professional Services team during the implementation/migration. We are not responsible for any negative impacts as a result of deviating from our defined processes and approach.
- Your legacy Exchange server is OWA accessible through the public Internet for the purposes of a cloud migration by our Professional Services team. If it is not, you will be responsible for exporting the data out of your legacy Exchange server and providing it to us.
- All workstations that will need the full Exchange connectivity/access to the Exchange systems are running the requirements as stated by Microsoft.
- Desktops not meeting the minimum requirements for RPC/HTTPS will leverage the Outlook Web Access (HTTPS) access method using a web browser.
- You are responsible for full backups of any and all data to be migrated.
- Your staff will perform all desktop upgrades, software installations and configurations.

Schedule

- Professional Services migration support for up to 6 contiguous weeks from the date of the kick-off call

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- The migration will be scheduled during an evening or weekend within the 6 contiguous weeks. It is recommended that the migration cutover be scheduled to take place no later than 5 weeks from the project kick-off to allow for post-migration support by the Professional Services team.
- Any changes to the setup approach and/or schedule will require a change order form. Any additional Professional Services resources/support will be provided on a Time & Materials basis at the rate of \$225/hour.

Any changes to the setup approach and/or schedule will require an executed change order form and will result in additional fees as agreed to by both parties prior to any change.

CHANGE ORDER PROCEDURE

The following procedures will be observed for all Change Orders:

Either party may request a Change Order but all Change Orders must be in writing. We may charge a reasonable fee for investigating, preparing or initiating a Change Order at customer's request.

1. Change Order requests will be processed as soon as is reasonably possible.
2. All Change Orders will be in the form agreed to by the parties, and will be signed by the appointed representative for each party (or individuals specified in writing as substitutes during periods of illness or absence).
3. Change Orders will include the following:
 - a) A description of any additional work to be performed and/or any changes to the performance required of either party
 - b) A statement of the impact of the work or changes on the Professional Services, the Deliverables, the pricing and payments, the acceptance tests or criteria, or other requirements of the Agreement
 - c) The estimated timetable to complete the work specified in the Change Order and the impact, if any, on the delivery schedule, pricing and payments
 - d) Specific individuals with management or coordination responsibilities
 - e) The documentation to be modified or supplied as part of the work
 - f) Any additional acceptance test procedures for such work