

SilverSky Proprietary

Professional Services Guided Phased Migration (Exchange only)

Applies to Part Number S-200-2241

Migration Overview

The migration and implementation solution outlined below covers the migration of your legacy Exchange messaging directory and mailbox server data to our hosted Microsoft Exchange environment in a phased approach. We will lead the migration effort with your resources providing information and implementation support. The migration will follow our proven messaging service methodology. Tasks include designing, testing and conducting the migration. This migration will ensure that all of the end-users are fully operational on our hosted Microsoft Exchange solution and that all specified email data has been migrated. All of the email accounts will be migrated to our hosted Microsoft Exchange environment in a phased approach with a two (2) migration batch minimum.

Mail Routing/Interoperability

The mail routing solution that is implemented during the migration will depend on the analysis of data collected during the assessment phase, but the following represents a common scenario. The MX record for your domain will continue to point to your existing Mail Transfer Agent (MTA) at the start of the phased implementation. For the purposes of custom mail routing, we will create a sub-domain (i.e. <yourdomain>.silversky.com) with the MX record configured to point to our MTA.

Email sent from end-users on your Exchange system destined for our system will be sent to an alternate email domain, "yourdomain.silversky.com," which is represented by contacts on your legacy Exchange system. Email sent between end-users on our hosted Microsoft Exchange system will be delivered locally and your email domain(s) will be configured as non-authoritative on our Exchange Servers. Non-migrated mailboxes will be created in a staging state on our Exchange systems and will be used to route messages back your Exchange server. Once the migration is completed, we will modify the hosted Exchange system to be authoritative.

Schedule

1. The initial plan, design and build phase will include up to 12 Professional Services support hours
2. Each migration batch will include up to 25 Professional Services support hours
3. Project completion no later than 12 consecutive business weeks from the first date the services are built out and ready for mailboxes to be migrated ("Migration-Ready Date"). Notwithstanding anything to the contrary in the Fee Schedule, the Minimum Fee will take effect with the first invoice issued after the earlier of (a) migration of final batch, or (b) 13 business weeks after the Migration-Ready Date.
4. The SilverSky Professional Services team is available to perform described work above during the following business hours:
 - i. Monday through Friday, 8am MT – 5pm MT - This excludes all SilverSky recognized holidays.
 - ii. After hours work to support the migration cutover tasks are included within migration batch support above.

Any changes to the setup approach and/or schedule will require a change order form. If more than two batches are required, Customer will be billed \$5,000 per additional batch on Customer's monthly invoice(s). Any additional Professional Services support will be provided on a Time & Materials basis at the rate of \$225/hour.

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We Provide:

- Assessment of your legacy Exchange server by leveraging our automated Exchange discovery tools
- Design of message routing and mail migration solutions
- Up to 3 pilot batches with the total user count not exceeding 5% of your total number of mailboxes. The following items will be tested as part of the pilot process:
 - a. Migration data validation
 - b. Outlook configuration/access
 - c. Wireless access
 - d. Security Management Console access
- DNS recommendations, guidance, and coordination for your MX record, Auto Discover CNAME record, and optionally SPF, DKIM, and DMARC.
- 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).
- Migration of the customer's server messaging data per mailbox to our hosted Exchange environment
- PowerShell scripts to export mailbox data to PST format from your legacy Exchange server
- Mail-routing interoperability support for performing a phased email migration.
- Up to three (3) mass-email communications to your end-users per migration batch.
- Training on our administration portal sites for the customer's designated email Administrator(s)
- Documentation on how to migrate Public Folder data (if applicable)
- 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:

- At least one primary point of contact to work with SILVERSKY
- Performing all DNS and network changes necessary for customer's systems to support the Services
- Directory information for mail-enabled objects (users, groups, contacts) leveraging our directory harvest tool.
- Storage detail report for all mailboxes to be migrated
- Content for the mass-email end-user communications
- A technical resource who will perform the message data extracts from your legacy environment leveraging Microsoft tools (i.e. PowerShell) and procedures we specify and will transfer the data to us.
- Performing all desktop configuration changes needed to access the services
- Migrating legacy Public Folder data (if applicable)
- Backing up and restoration of legacy email data
- Backing up and restoration of legacy wireless device data

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)

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Assumptions

The following assumptions apply to the migration solution:

- Your legacy email server is Exchange 2003 or higher
- 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.
- You will be responsible for exporting the data out of your legacy Exchange server and providing it to us. If the total amount of data to be migrated exceeds 100GB, you will ship the data via external USB 3.0 hard drive to our data center. Subsequent incremental/delta data can be transferred via SFTP to a SILVERSKY provided server.
- 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 Microsoft requirements for Outlook 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

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