



*Petri Webinar Brief
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The Good, The Bad, and The Ugly of Office 365 Tenant Migrations

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Presenter: Mike Weaver, Director of Enterprise Migrations at Quadrotech

Moderator: Brad Sams, Petri IT Knowledgebase, Executive Editor at Petri.com

Overview

Performing an Office 365 tenant to tenant migration is like moving to a new house – especially when the panic sets in as you realize how much you have to move and how large or unwieldy some of it is.

Some workloads are relatively easy to migrate (the good), while others are more complex (the bad), and a few are downright difficult (the ugly).

In the webinar covered by this tech brief, co-hosted by Brad Sams and Mike Weaver, they discussed the key considerations when moving from one Office 365 tenant to another.

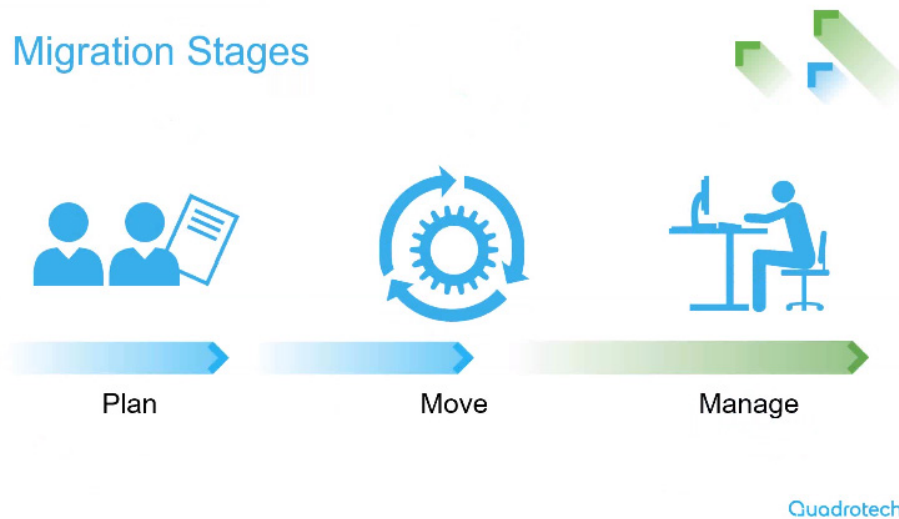
Context

Tenant migrations have become increasingly complex, especially when mergers, acquisitions, and divestitures are involved. Mike Weaver is an expert when it comes to these types of migrations and provides technical and actionable information that can help you move your data successfully and without a significant impact on your operations.

Key Takeaways

Planning:

Every migration, and nearly all technical projects, have three basic phases: plan, move and manage. These are the three core steps that will help you setup the workflow for your tenant migration.



The planning process is arguably the most important step of the journey; without a robust plan, you could be migrating without understanding all the variables at play, which can have a significant impact on the outcome of your project.

So, what makes a good plan? In the webinar, Mike lays out a path that anchors on data-driven decisions. While we often think of Office 365 as one product, the reality is that it is many sub-products with a wide variety of functionality and use-cases. This means that data-driven decisions start by understanding the business data as well as the technology data.

What is a good plan?

- Collect data to make data-driven decisions!
- **Business data**
 - Business plans
 - Product launch? Divest? Growth? Reductions?
 - Busy and quiet periods
- **Technology Data** <- we use NOVA for this!
 - Volume of data
 - Number of users
 - Systems being used
 - License mismatches
 - Shadow IT
 - How users interact across systems
- **Engage power users and administrators of each tenant**
 - “Our analysis shows that you own this SharePoint site that has 1,000 people with external access... How are you using this?”



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To help understand the differences between this type of data, Mike describes business data as “what is going on, when is the right time to do this project, and how are people using this product?” Technology data is more analytically driven by looking at the actual stack that is supporting your environment, including the number of users, volume of data, licenses currently utilized, and how users interact across this content.

Once you understand the data, Mike highlights the importance of engaging with your power-users. Understanding how the tenant’s admins are using their environment and understanding how the end-user is engaging with data and applications is critical. This is a key step, as it will highlight areas of friction that may slow down migrations: you may find that marketing has many HD videos that need to move, which can take a significant amount of time, but if others focus heavily on messaging, those users may be easier to move but down time can have a higher level of impact.

In the webinar, Mike dives deeper into the differences between usage and volume and how the relationship between these two items can help define your planning strategy for your migration.

When it comes to getting started, after you have a broad view of what is going on, Mike suggests you start focusing on the biggest challenges, including high utilization products, compatibility problems, or other items that can create friction. And then, you need to decide if you are going to migrate as a single cut-over or as individual pieces, but this will be dependent on your existing tenant structure.

And one of the last steps in the planning process is proper communication. Ensuring that your users are keeping their devices updated, adequately staffing help desk for day one inflow of issues, and letting the users know when and what to expect during the migration should be considered before moving your users.

The Good:

When it comes to the good part of the migration, these are items that will move with minimal issues. These items include Exchange, OneDrive for Business, SharePoint, and CRM. But what makes them good? These items can move with few problems, the process is understood at all levels, and plenty of experts can help move the data and services without too many headaches. Most importantly, moving this data will not overwhelm your users, IT, or support staff.

The Bad:

On the opposite side of the spectrum, the bad part of the migration includes content that cannot automatically be migrated with full fidelity, requires manual intervention (at best), or the migration process is slow. What kind of workloads fall into this category? Tenants with content in Delve, Flow, Forms, Sway, Streams, Yammer, Power App, and finally, Public folders.

The Ugly:

Workloads in this category can migrate, but it requires extensive cleanup or remediation to make it usable once the data is moved. The workloads that fall into this category include Teams, Office 365 Groups, SharePoint, Power BI, and Planner/To Do.

The Unknown:

While many aspects of migration are known, some items can be hidden after the first review until you move data or fully investigate the tenant prior to migration. This is part of why planning is critical to a successful migration as these items can be investigated before starting your project to significantly increase the probability of a successful migration.

Content that can fall into this category includes Identity, Azure workloads and applications, SharePoint applications, archive systems, file share, non-Office 365 applications, and user profiles.

Wrap-up:

Keep in mind that help desk volume can be intense following a migration, and a proper reconfiguration agent needs to be implemented to minimize inbound tickets to the support staff. One of the best practices for mitigating help desk issues is piloting and testing before migrating the entire tenant and implementing the feedback received.

The final steps of a migration focus on user-satisfaction as this will be the last benchmark to determine if your migration was successful and complete. Providing users with documentation and guides about setting up or utilizing the updated tenant can be critical to the early success of your migration, and Quadrotech can help provide this content for your users.

Additional Information

Quadrotech is a leader in the migration space and can help you consolidate your tenants. With tools like NOVA and significant experience with tenant-to-tenant migrations, Quadrotech's experienced consulting and operations teams specialize in Office 365 tenant to tenant migration, having executed some of the world's largest consolidation projects.

You can [find more information about their services on their website](#).