



Express Microsoft 365 Modern Work Migration

Solution Overview
V0.9.0



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Introduction

SilverSky's Express Modern Work Migration is a streamlined, express migration service designed for organizations with 70 or fewer users looking to enhance their collaboration and security posture by moving from SilverSky's Hosted Exchange service to one of SilverSky's Managed Microsoft 365 (M365) offerings. This service leverages SilverSky's expertise and proven methodologies to facilitate a smooth and efficient transition to M365. The Express Migration service focuses on essential migration tasks, ensuring rapid deployment and minimal disruption to your business operations.

The Managed Microsoft 365 offerings may include:

- Managed Modern Work
- Managed Defender M365

Solution Overviews detailing these services are provided separately.

Key Benefits

- **Rapid Deployment:** The Express Migration service is tailored for smaller teams or businesses with straightforward migration needs, enabling a faster transition to M365.
- **Cost-Effective Solution:** By focusing on the critical aspects of migration, the Express Migration service offers a budget-friendly alternative to time-consuming and resource-intensive managed migrations.
- **Expert Guidance:** SilverSky's experienced team provides support and best practices to ensure a successful migration.

Scope of Work

SilverSky will provide the customer with the following migration services:

- **Data Migration:** Full data migration from SilverSky's Hosted Exchange system to M365, using SilverSky's proven migration process.
- **Conditional Access Policies:** Configuration of baseline conditional access policies to control access to your M365 resources based on user, device, location, and risk factors.
- **Exchange Transport Rules:** Replicating existing Exchange Transport Rule functionality to ensure continuity of email flow and policy enforcement.
- **Testing and Validation:** Combined test-in-production and user acceptance testing to validate the migration and ensure user readiness.
- A single migration batch performed in an overnight cutover.



- Critical care during your cutover before transitioning to SilverSky Customer Support Services (CSS) for steady-state operations

Service Implementation

The migration process will be performed in three stages:

Service Orientation Call

Your Service Delivery Manager will contact you to schedule a Service Orientation Call attended by the team who will be assisting for the duration of your SilverSky Express Migration. The goals of the call will be:

- Introduce the SilverSky team members.
- Review any hardware, software, or connectivity requirements for the service.
- Review customer infrastructure, users, and systems in scope for the service.
- Discuss notification and escalation procedures and customer points of contact.
- Discuss the Microsoft license purchase timing to coincide with the move from Hosted Exchange to M365.

Service Implementation

Before the migration begins, SilverSky will work with you to configure and enable the baseline features and services included in your plan, such as Conditional Access Policies and Exchange Transport Rules. SilverSky will also provide end-user training materials, helpdesk training, and best practices for using and managing M365.

Migration

After the Modern Work team at SilverSky has completed your service implementation, your Service Delivery Manager will work with you to schedule the Migration. SilverSky will migrate your data and settings from Hosted Exchange to M365 using SilverSky's streamlined and repeatable process. SilverSky will also perform a combined test-in-production and user acceptance test phase to ensure a smooth and successful migration.

Service Transition

Once the migration has been completed, SilverSky will transition the service to the ongoing management and security phase. SilverSky will provide 24x7 support, monitoring, and reporting for your M365 environment.



Service Definition

SilverSky will work with the customer on all management functions below to support their M365 environment.

Conditional Access Policies

SilverSky will deploy baseline conditional access policies, including configuration, testing, and troubleshooting policies, that control access to your Microsoft 365 resources based on user, device, location, and risk factors. These policies will be enabled in a report-only mode to ensure a smooth migration and allow on-site staff to enroll users gradually without disrupting the business process.

Multi-Factor Authentication (MFA)

SilverSky will assist the customer with setting up and configuring Entra ID MFA using Microsoft Authenticator. This robust and flexible solution adds an essential layer of security to the Microsoft 365 sign-in process.

Exchange Online Recipient Management

SilverSky will work with the customer on recipient management, including creating, deleting, and modifying mailboxes, distribution groups, contacts, and resources and managing mailbox permissions, delegates, and forwarding to support the Express Migration.

Exchange Transport Rules

SilverSky will work with the customer on managing exchange transport rules, including creating, deleting, and modifying rules that apply actions to messages that flow through your Exchange Online organization.

Security Baseline deployment

SilverSky will configure the Microsoft Online tenant against SilverSky's Minimum Viable Security Baseline (MVSB) for M365, a set of best practices and recommendations that help you assess and improve your M365 security posture.



Critical Items

SilverSky customers may occasionally discover a critical situation and recommend software updates/changes or additional configurations to address it. If we can address the problem with the tools the customer already has, we will do so. If not, we will outline the requirements to the customer, addressing what is needed to fix the issue.

Additional Offerings

SilverSky is committed to providing managed migrations for customers of all sizes. For larger customers or those with complex business needs, our Comprehensive Managed Migration service offers a tailored approach, ensuring every aspect of your transition to Microsoft 365 is meticulously planned and executed. This service accommodates the intricate requirements of larger organizations, providing in-depth analysis, custom configurations, and phased migration batches to guarantee a seamless and efficient migration process.

Please get in touch with our team for more information on SilverSky's Modern Work & Identity Security services or to schedule a consultation. We look forward to helping you optimize your M365 environment.



RACI Matrix

Roles and Responsibilities are used to assign the level of task responsibility for various components of the SilverSky services:

Responsible	The person who is responsible for doing the work
Accountable	The person who is ultimately accountable for the process or task being completed properly
Consulted	People who are not directly involved with carrying out the task but who are consulted
Informed	Those who receive output from the process or task or need to stay in the know

Task ownership for the SilverSky Connect – Express Modern Work Migration:

Activity	SilverSky	Customer
Solution Evaluation	RA	RCI
Service Kick-Off Call	RA	RA
Service Onboarding	RA	CI
Service Transition	RA	CI
Entra ID User and Group Management	RA	CI
Conditional Access Policies	RA	CI
Multi-Factor Authentication	RA	CI
Mail Flow Rules	RA	RCI
Critical Items Management	RA	RCI