



[Solution Overview](#)

## Managed Migration for Microsoft Exchange

Solution Overview  
V1.0



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## Introduction

SilverSky has provided Hosted Exchange services to our customers for over 15 years. Recent changes in Microsoft licensing require our Hosted Exchange (“HEX”) customers to move off this platform and onto new managed services, including Microsoft 365 (M365) licenses. In addition, SilverSky offers a Managed Migration service for customers who have their own on-premise or cloud Exchange and want to move to M365.

M365 is a powerful cloud platform that offers a suite of productivity, collaboration, and security tools for your organization. However, migrating to M365 can be complex, time-consuming, and costly. You need a solution to help you transition smoothly to M365 while protecting your data, users, and devices from cyber threats.

SilverSky offers a Managed Migration to enable a smooth transition from either cloud hosted Exchange or an on-premise Exchange to your managed M365 service. SilverSky Managed Migration leverages SilverSky's expertise and partnership with Microsoft to deliver a comprehensive and secure migration for your Microsoft 365 environment. Managed Migration covers the following migration services:

- **Entra ID user and group management**, including provisioning, de-provisioning, and synchronization of users and groups across your Microsoft 365 environment.
- **Assistance with 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.
- **Multi-factor authentication (MFA)**, including setup, configuration, and support of Entra ID MFA, a robust and flexible solution that adds a needed layer of security to your Microsoft 365 sign-in process.
- **Exchange Online recipient management**, including creation, deletion, and modification of mailboxes, distribution groups, contacts, and resources, and assistance with managing mailbox permissions, delegates, and forwarding.
- **Implementing Exchange transport rules**, including creating, deleting, and modifying rules that apply actions to messages flowing through your Exchange Online organization.
- **Secure Email Gateway** configuration implementation and domain hygiene record creation, including DKIM, SPF, and DMARC.

Upon completion of the Exchange migration, customers may take advantage of SilverSky Managed Microsoft M365 offerings, which are tailored to meet their business needs for additional charges:

- Managed Modern Work
- Managed Defender M365



Details of these offerings can be found in the SilverSky Solution Overview documents, which are provided separately.

## Key Benefits

SilverSky Managed Migration provides you with the following benefits:

- Optimize your M365 environment by leveraging SilverSky's expertise and best practices to configure your M365 services according to your business needs and goals.
- Enhance your M365 security using SilverSky's market-leading solutions and Microsoft's native security features to protect your data, users, and devices from cyber threats.
- Free up your IT resources by outsourcing the migration of your M365 environment to SilverSky, allowing you to focus on your core business functions and strategic initiatives.

## Scope of Work

SilverSky will provide the customer with the following migration services:

- Provide migration support for moving your data and settings from your current cloud or on-premises system to M365 using SilverSky's proven migration process.
- Assist with the following M365 services as part of the managed migration service:
  - Entra ID Conditional Access
  - Entra ID Multi-factor authentication
  - Exchange Online Service Management
  - Exchange transport rules
  - Spam and Malware Protection
  - Encryption
  - Archiving
  - Data Loss Prevention
  - Advanced Threat Protection
- Configure your Microsoft Online tenant according to 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.



## Service Implementation

The migration process will be performed in four 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 Managed Migration. The goals of the call will be:

- Introduce the SilverSky team members.
- Review any hardware, software, or connectivity requirements for the service.
- Review client infrastructure, users, and systems in scope for the service.
- Discuss notification and escalation procedures and client points of contact.

### Service Implementation

Before the migration begins, SilverSky will work with you to configure and enable the additional features and services included in your plan, such as:

- Spam and Malware Protection
- Encryption
- Archiving
- Data Loss Prevention
- Advanced Threat Protection
- Entra ID Multi-Factor Authentication

SilverSky will also provide end-user training materials, helpdesk training, and best practices for using and managing M365.

### Migration

After the SilverSky team has completed your service onboarding, your Service Delivery Manager will work with you to schedule the Migration. SilverSky will use a phased approach to migrate your data and settings from your current system to M365, using the appropriate tools and methods for your scenario. SilverSky will also perform validation and testing 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 in this phase. SilverSky will also schedule quarterly meetings with you to review service performance, satisfaction, and feedback.

## Service Definition

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

### Entra ID User and Group Management

SilverSky will work with the client on user and group management, including provisioning, de-provisioning, and synchronizing users and groups across your M365 environment. This also includes managing user licenses, roles, and attributes.

### Conditional Access Policies

SilverSky will deploy conditional access policies. These policies control access to your Microsoft 365 resources based on user, device, location, and risk factors. They include configuring, testing, and troubleshooting policies.

### Multi-Factor Authentication

SilverSky will assist the client with the setup, configuration, and pilot support of Entra ID MFA using Microsoft Authenticator. This robust and flexible solution adds an essential layer of security to your Microsoft 365 sign-in process. This also includes configuring MFA methods, settings, and reports. Initial deployment of biometric, certificate, or other advanced authentication methods will require a supplementary SilverSky Professional Services engagement.

### Exchange Online Recipient Management

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

### Exchange Transport Rules

SilverSky will work with the client 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 MVSB for M365, a set of best practices and recommendations that help you assess and improve your M365 security posture.



## Critical Items

SilverSky may occasionally discover a critical situation and recommend software updates/changes or additional configurations to address it. If we can address the situation with the client's tools, 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. While the comprehensive managed migration service is ideal for many organizations, those with 50 or fewer users may benefit from the alternative Express Migration solution. This streamlined option ensures a faster transition to Microsoft 365, making it suitable for smaller teams or businesses with straightforward migration needs.

For more information on SilverSky's Microsoft 365 migration services or to schedule a consultation, please contact our team. 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 Managed Migration:

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