



**SILVERSKY™**

# Customer Webinar: Hosted Exchange Migration Plan

30 January 2025

# What is Being Offered?

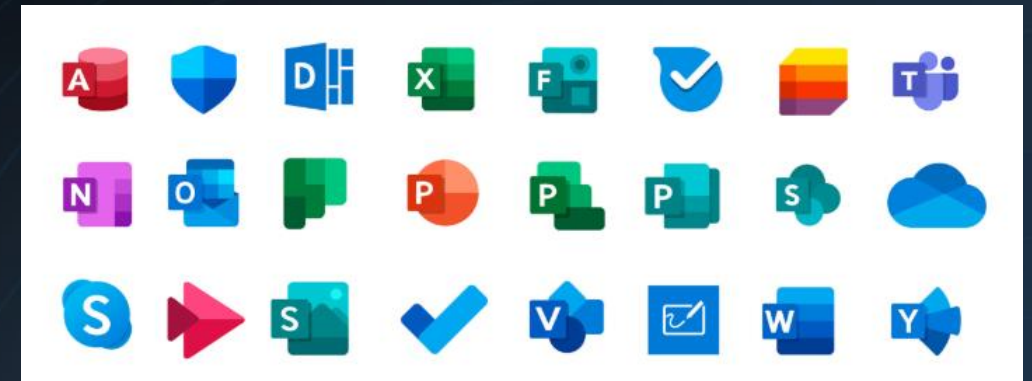
The Hosted Exchange platform no longer meets the collaboration and security needs of modern businesses.

Current platform does not offer seamless cloud platform and the expected experience of users and administrators.

*Collaboration is no longer only email*

Modern business demands document sharing, calendar sharing, collaboration tools, both online and off, both in the cloud and on premise, mobile and desktop.

SilverSky is offering the industry-leading tools and managed services to modernize and scale into the future.



# What is the Hosted Exchange Migration Timeline?

- SilverSky has made the decision to shut down the HEX platform in October 2025 due to Microsoft Licensing changes
- Migration Timeline:
  - November 2024: SilverSky project plan finalized
  - December 2024: customer notifications
  - February 2025: customer opt-out or migration selection
  - August 2025: last migrations completed
  - September 2025: final HEX invoice sent to opt-out customers
  - December 2025: HEX platform shut down



# What Choices Are Available?

Microsoft License and SilverSky Managed Service Bundles		
Essentials	Power Package	Complete
Organizations needing basic productivity tools and security controls for email and device management	Organizations needing robust productivity tools and enhanced security for email and device management	Organizations needing robust productivity tools and advanced analytics, compliance tools, with comprehensive security for complex environments

- Self-Service Migration
- Express Migration
- Managed Migration

Opt - Out



# Which License is Best for Small-Medium Organizations?

<b>Essentials Package</b> Microsoft 365 Business Standard Features:	
<b>Office applications</b>	Word, Excel, PowerPoint, and Outlook
<b>Cloud Productivity Tools</b>	OneDrive for Business, SharePoint, and Teams
<b>Email &amp; Calendar</b>	50GB mailbox per user, calendar, and contacts management tools
<b>Security</b>	Entra ID Premium
<b>SilverSky Security Protections</b>	
<b>Email Protection</b>	Protect against malware, ransomware, social engineering tactics & targeted attacks
<b>Business Email Compromise Protection</b>	Secure critical employees from sophisticated phishing attacks
<b>Best For</b>	<b>Small businesses seeking essential productivity and email security</b>

<b>Power Package</b> Microsoft 365 Business Premium Features:	
<b>Office applications</b>	Word, Excel, PowerPoint, and Outlook
<b>Cloud Productivity Tools</b>	Exchange, OneDrive, SharePoint, Teams
<b>Email &amp; Calendar</b>	50GB mailbox per user, calendar, and contacts management tools
<b>Security</b>	Intune mobile device management, Entra ID Premium, Windows Defender
<b>SilverSky Security Protections</b>	
<b>Managed Modern Work</b>	Entra ID Management, M365 administration and access management, Intune mobile device management, communications security
<b>Email Protection</b>	Protect against malware, ransomware, social engineering tactics & targeted attacks
<b>Business Email Compromise Protection</b>	Secure critical employees from sophisticated phishing attacks
<b>Best For</b>	<b>Businesses seeking essential productivity, needing advanced security for key staff and cloud management</b>

<b>Complete Package</b> Microsoft 365 Business Premium Features:	
<b>Office applications</b>	Word, Excel, PowerPoint, and Outlook
<b>Cloud Productivity Tools</b>	Exchange, OneDrive, SharePoint, Teams
<b>Email &amp; Calendar</b>	50GB mailbox per user, calendar, and contacts management tools
<b>Security</b>	Intune endpoint management, Azure Information Protection, Windows Defender
<b>Advanced Security</b>	Microsoft Defender for Endpoint, Microsoft Defender for Identity, Microsoft Information Protection, Azure Active Directory Premium P2
<b>Compliance / Information Protection</b>	Advanced eDiscovery and Advanced Data Governance, Customer Lockbox
<b>Analytics / Insights</b>	Power BI Pro, MyAnalytics
<b>SilverSky Security Protections</b>	
<b>Managed Defender M365</b>	Configuration, management, and monitoring of the four security solutions within M365 to protect from multiple types of advanced targeted cyberattacks
<b>Managed Modern Work</b>	Entra ID Management, M365 administration and access management, Intune configuration & management, communications security
<b>Email Protection</b>	Protect against malware, ransomware, social engineering tactics & targeted attacks
<b>Business Email Compromise Protection</b>	Secure critical employees from sophisticated phishing attacks
<b>Best For</b>	<b>Organizations seeking essential productivity, requiring comprehensive security, monitoring, and protection against advanced threats</b>

# Which License is Best for Large Organizations?

<b>Essentials Package</b> Microsoft Office E3 Features:	
<b>Office applications</b>	Word, Excel, PowerPoint, and Outlook
<b>Cloud Productivity Tools</b>	OneDrive for Business, SharePoint, and Teams
<b>Email &amp; Calendar</b>	100GB mailbox per user, calendar, and contacts management tools
<b>Security</b>	Entra ID Premium
<b>SilverSky Security Protections</b>	
<b>Email Protection</b>	Protect against malware, ransomware, social engineering tactics & targeted attacks
<b>Business Email Compromise Protection</b>	Secure critical employees from sophisticated phishing attacks
<b>Best for</b>	Organizations needing productivity tools and basic enhanced security for email and device management

<b>Power Package</b> Microsoft E3 Features:	
<b>Office applications</b>	Word, Excel, PowerPoint, and Outlook
<b>Cloud Productivity Tools</b>	Exchange, OneDrive, SharePoint
<b>Email &amp; Calendar</b>	100GB mailbox per user, calendar, and contacts management tools
<b>Security</b>	Intune mobile device management, Entra ID Premium, Windows Defender
<b>SilverSky Security Protections</b>	
<b>Managed Modern Work</b>	Entra ID Management, M365 administration and access management, Intune mobile device management, communications security
<b>Email Protection</b>	Protect against malware, ransomware, social engineering tactics & targeted attacks
<b>Business Email Compromise Protection</b>	Secure critical employees from sophisticated phishing attacks
<b>Best for</b>	Organizations needing robust productivity tools and enhanced security for email and device management

<b>Complete Package</b> Microsoft E5 Features:	
<b>Office applications</b>	Word, Excel, PowerPoint, and Outlook
<b>Cloud Productivity Tools</b>	Exchange, OneDrive, SharePoint, Teams
<b>Email &amp; Calendar</b>	100GB mailbox per user, calendar, and contacts management tools
<b>Security</b>	Intune endpoint management, Azure Information Protection, Windows Defender
<b>Advanced Security</b>	Microsoft Defender for Endpoint, Microsoft Defender for Identity, Microsoft Information Protection, Azure Active Directory Premium P2
<b>Compliance / Information Protection</b>	Advanced eDiscovery and Advanced Data Governance, Customer Lockbox
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# What Does SilverSky Provide?

## Email Protection

SilverSky Email Protection Services (EPS) makes it simple to defend your email operations against threats, ensure business continuity, and meet compliance and audit obligations.

- Social Engineering Protection
- Targeted Attack Protection
- Anti-spam, Anti-virus
- Data Loss Prevention
- Email Encryption

## Business Email Compromise Protection

Enhanced email phishing service protects against email cybercrime attack where a malicious actor targets an organization by compromising legitimate business email accounts, usually through social engineering or phishing scams, to manipulate the organization into transferring funds or sensitive information to the attacker.

## Managed Modern Work

M365 implementation, administration and identify management tailored to your environment:

- Entra ID
- Intune Mobile Device Management
- Communications Security
- MFA
- SharePoint Online
- Conditional Access Policies
- Quarterly Reporting

## Managed Defender M365

Configuration, management, and monitoring of Microsoft Defender XDR securing your M365 environment:

- Microsoft Defender XDR
- Microsoft Defender for Endpoint
- Microsoft Defender for Cloud Apps
- Microsoft Defender for Identity



# Migration Paths

## Self-Service

Best for organizations who are using an IT provider or have strong IT skills in-house who can move and manage the new Microsoft environment.

## Express

Best for organizations with fewer than 75 mailboxes. Streamlined migration with support from SilverSky.

## Managed

Best for large organizations. Multi-phased, planned migration with project management support from SilverSky. Assigned to a move cohort on a First-come-first-served basis of signed contracts.

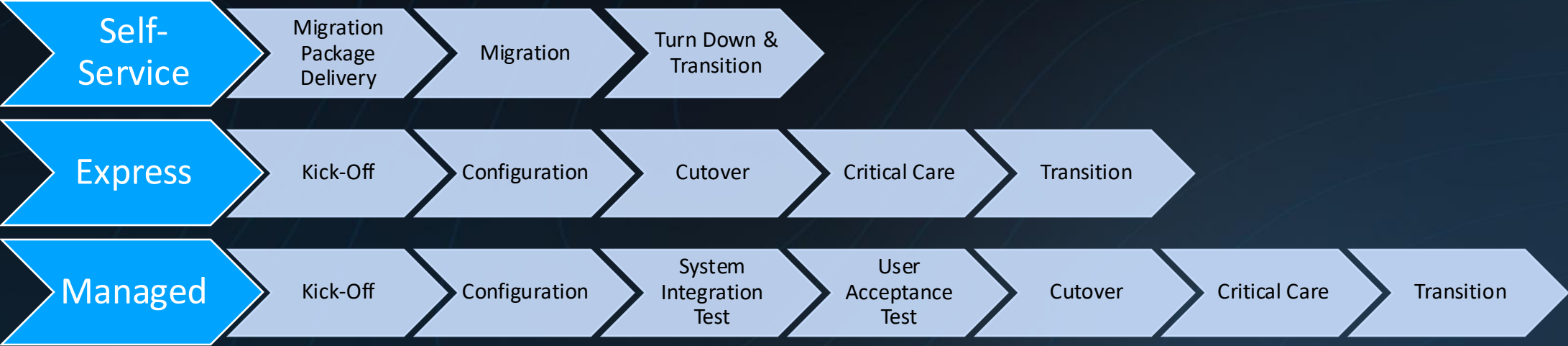
Pricing is valid through Feb 3, 2025. After that date, pricing will change and is based on availability





# Migration Paths Overview

The migration paths may have the same outcome, but the journey is different



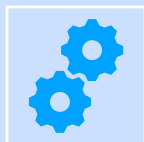
# What's involved with "Self-Service"?



The Self-Service toolkit can be used to migrate mailboxes from SilverSky Hosted Exchange to Microsoft 365. You can install it on any machine within your organization and configure the connection to your Hosted Exchange tenant using the dedicated service account created for you by SilverSky.



Easily link unmatched source mailboxes to target mailboxes by creating new users, selecting existing users or archive mailboxes, or manually entering email addresses for a smooth migration process.



Simplify your migration by automatically creating and licensing Office 365 users, eliminating the need for PowerShell scripting, and ensuring a seamless transition.

# Opt-Out Choice

## Reminder:

- Your email needs to go somewhere!
- Be sure to use the self-service migration tool to move mail to your next provider
- 30 days after your last invoice (September 2025), your data will be removed, and all mailboxes will be deleted
- Your HEX contract is set to conclude in September 2025 at the time the service is shut down
  - Customer contracts which expire prior to September will automatically convert to a month-to-month agreement
  - If you want to cancel prior to the September date, please send us a formal termination notice via email
  - Early termination will be waived for the Hosted Exchange services
- Opt-Out confirmation notifications will be sent beginning the week of 3 Mar 2025 to customers that have not sent in a response.

## Archive customers:

- Your service will continue as Archive is separate from HEX
- Work with your Account Manager if you wish to explore options



# Knowledge Center: Your Information Location

- Solution Overviews
  - Managed Defender M365
  - Managed Modern Work
  - Email Protection Service
  - Enhanced Email Phishing Service
  - Express Migration
  - Managed Migration
  - Self-Service Migration
- Difference between self-service, express and managed migration
- Difference between Essentials – Power Package – Complete bundles
- FAQ
- Videos & user guides
- Email distro for help

Site available on Dec 18th

[Hosted Exchange Migration Knowledge Center](#)

Site will be continuously updated throughout the migration process

License  
Options

Migration &  
Timing

Services &  
Tools

Security &  
Compliance

Support &  
Assistance



# Common Questions

- Package Customizations
- Unit Counts in Order Form
- Enhanced Email Phishing Quantities
- Opt-Outs
- Synchronizing Migration with Expiration of Current Microsoft Licenses

# Speaking with the Program Team

We know. This is a lot.

IF

- you have been recommended the Managed Migration option
- your organization already has a Microsoft Online tenant or CSP partner providing other services
- your organization has complex business or regulatory requirements
- your organization is a registered not for profit
- you believe your organization requires Microsoft 365 for Education
- your organization is a state or local government office or agency
- you're feeling overwhelmed, or just need more guidance

We encourage you to reach out to us for a brief conversation

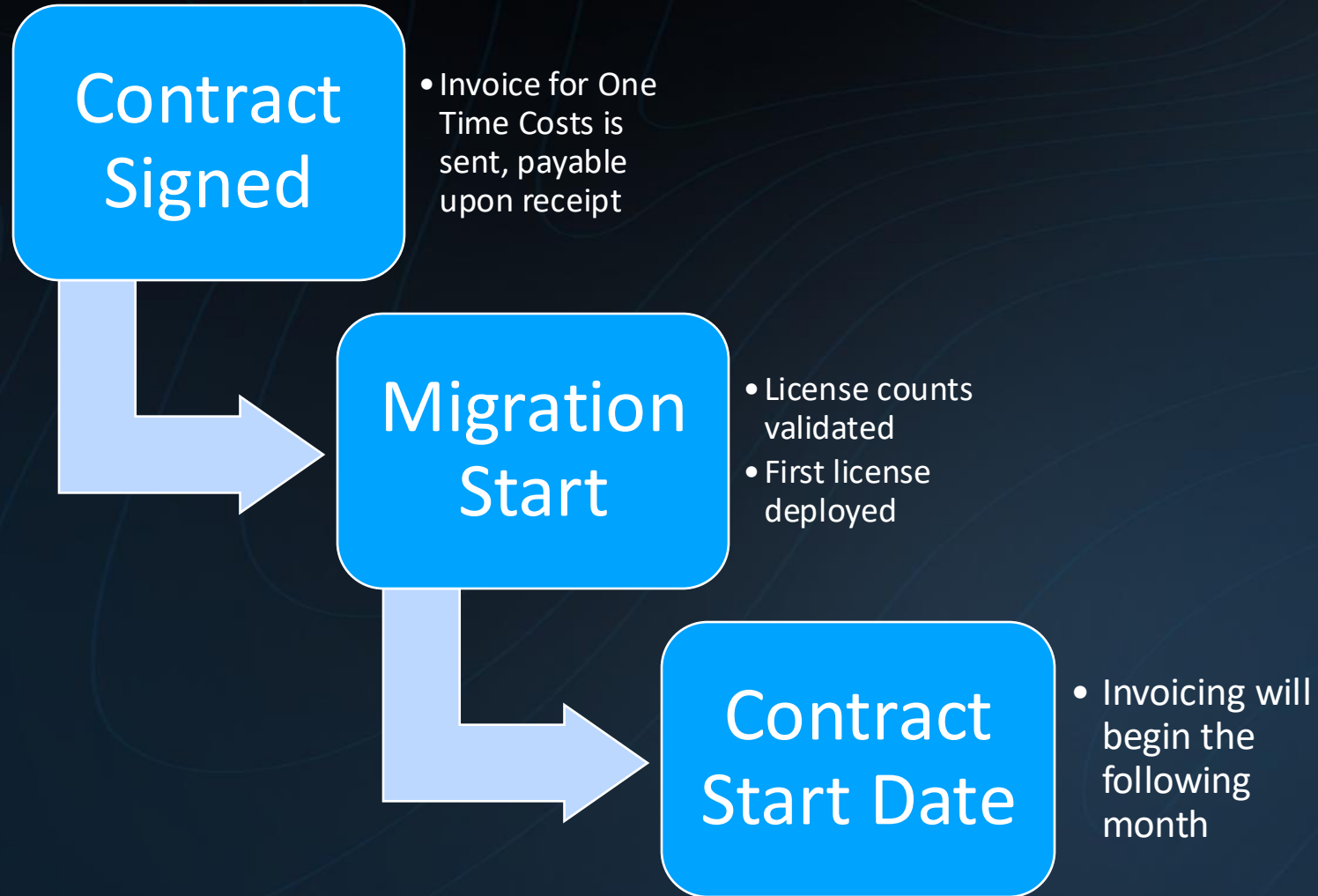
Self-Service meeting bookings will be available via the Knowledge Center, or you can schedule a meeting by working with the team via email.



# Understanding the Microsoft Licensing Payments

1. Microsoft will charge a premium for month-to-month license purchases
2. By default, all Microsoft licenses are annual subscriptions, paid annually
3. Subscription holders may add additional licenses throughout the year and charged a pro-rated amount on the next invoice

# Invoicing & Effective Contract Dates





# Decision Making Timeline

Starting December 18<sup>th</sup>, each customer received an email with their 3 options and a recommendation for migration path

## Customer Choice

1. Move to Complete bundle, and pay 25% of the migration costs
2. Move to Power Package and pay 50% migration costs
3. Move to Essentials bundle and pay for a migration

Customer replies to the email with their choice

Customer receives a formal Order Form within 3 business days

Customers signs their pre-configured Order Form by Feb 3, 2025



# Preparing Now for Your Migration

1. Review your current mailboxes and delete any unnecessary accounts
2. Assign a Migration Project owner from your organization
3. Decide on your Migration Path Option (Self-Service, Express, or Managed)
4. Decide on your Package Option (Essentials, Power, or Complete) aligned to your budget
5. As soon as possible, select and inform SilverSky of the Package Option and Migration Path Option you have chosen
6. SilverSky will provide you an Order Form, for electronic signature, for the options you have chosen
7. Sign and return the SilverSky Services Order Form (SOF) by February 3, 2025



# Getting Help

- [HEXMigrations2025@SilverSky.com](mailto:HEXMigrations2025@SilverSky.com)
- Customer Migration Webinars
  - Jan 30<sup>th</sup> at 2 PM ET - [Register here](#)
- Team Town Hall Events –
  - First Thursday of every month at Noon ET
  - Program updates & lessons learned
  - Q&A
- Managed Migrations
  - Customers assigned to a specific timeline
  - Weekly touchpoint with your migration leader

Please add your **Company Name** or **TAG ID** at the start of the subject line

[SupportDB@SilverSky.com](mailto:SupportDB@SilverSky.com) tickets for Hosted Exchange are by default are not P1, rather will be treated as a P3



# Questions & Answers

