

Frequently Asked Questions for Hosted Exchange to Microsoft 365 Migration

1. Why is SilverSky no longer offering Hosted Exchange

Answer: The current Hosted Exchange application that SilverSky supports is no longer a market-leading service in terms of modern work and security. The Microsoft 365 offering has all of the modern work services such as exchange, applications, collaboration tools, document repositories, and security.

2. What are the deadlines as a part of this migration effort?

Answer: Customers must notify SilverSky by February 3, 2025, of their intent to migrate to Microsoft 365 with SilverSky and select a migration package. In December 2025, the current Hosted Exchange platform will be powered down, and all data will be securely erased.

3. What migration assistance is offered by SilverSky?

Answer: SilverSky will offer three migration packages to support the migration, depending on your comfort level.

- Self-service will be the least expensive but requires the purchase of a tool from SilverSky to help support the migration.
- Express will be an option for any customer and will be a combination of work between the customer and SilverSky.
- Managed will be an offering only available to customers with 75 users or more, and SilverSky will perform the migration from start to finish.

Customers may use their own IT provider to perform the migration, and SilverSky will provide the required details.

4. What will happen to my hosted exchange services if I remain under contract after September 30, 2024?

Answer: Customers may either Opt-Out of their agreement when their current contract expires or stay on SilverSky's Hosted Exchange through a month-to-month arrangement until September 30, 2025. No early termination fees will be assessed if they are currently within their term as of September 30, 2025.

5. May I purchase additional Microsoft licenses & services through SilverSky?

Answer: Yes, you may purchase additional Microsoft offers through SilverSky as needed.

6. Why must we have annual agreements and pay annually when we have always paid monthly?

Answer: Microsoft has changed its billing model to require annual terms with annual payments annually. You may sign up for a yearly agreement and pay monthly, but your bill will have a 10% premium. A 25% premium will be added to your bill if you sign up for monthly services.

7. What happens to my Archiving service?

Answer: This will not impact your current Archiving service, but you will need to set additional rules if you choose to Opt-Out of the migration to SilverSky M365

8. What will happen to my current Email Protection Services (Anti-Spam, AV, DLP, TAP, SEP, and Encrypted Email)?

Answer: All of these services will be included in the SilverSky Email Protection Services on your new M365 account. You will receive all of these services regardless of which services you have today.

9. What happens to my current Airwatch Mobile Device Management (MDM) service?

Answer: As a part of the migration to M365, SilverSky will be moving off of AirWatch MDM and moving to Microsoft Intune. If you wish to continue with Airwatch MDM, you must contract with them directly for the licenses.

10. What are your offerings that do not include Office 365 for clients with on-prem Office licensing?

Answer: SilverSky can replace the M365 Business Standard offering in the Essentials pack for small and medium businesses with M365 Business Basic. For Enterprise customers, Office 365 E1 is available in the place of M365 E3. This combination provides all the same benefits, with the flexibility to upgrade to the evergreen version of Office when the timing is right for your business.

11. We are a government contractor. If we use Office 365, we will be required to use their high security version, which ensures all personnel are US citizens and all data is stored in the US. Which of the plans maps to the "high security" option?

Answer: SilverSky is qualified to provide Microsoft 365 services to US Government agencies, contractors, and affiliated entities. Government offers are subject to end-customer qualification and require specific onboarding procedures. Please contact the SilverSky team to discuss your unique requirements so we can determine the proper sovereign cloud and licensing manifest.

12. What tool do you use to migrate the accounts?

Answer: The Self-Service Migration is powered by the CodeTwo Office 365 Migration tool and supported by SilverSky. All SilverSky-led migrations use a combination of proprietary tooling to deliver our managed and express offerings.

13. Can we use 8itTitan, Transcend, or something else for the migration instead of your tool?

Answer: If you choose to Opt-Out of a migration to the SilverSky Modern Work platform powered by Microsoft 365, you may use the SilverSky-provided tooling or bring whichever other tooling you choose. SilverSky has selected CodeTwo as our supported solution and cannot support third-party migration tools.

14. Do you have a mapping of package features to CMMC?

Answer: SilverSky will work with Enterprise Power & Enterprise Complete clients to align their Modern Work environment with the desired CMMC 2.0 maturity level.

15. Does the E3 or E5 include Power BI license including Power BI cloud services?

Answer: The Microsoft 365 E5 license in the Enterprise Complete package includes a Power BI Pro per-user entitlement. Microsoft 365 E3 includes only the Power BI Free license. A separate Licensing Solution Guide on Power BI will be available in the Knowledge Center.

16. We have fewer than 100 mailboxes but 100 GB box sizes. What are our options for receiving 100 GB mailboxes?

Answer: A per-user upgrade is available to enable your mailboxes to grow as they need to while keeping your budget the right size. This upgrade unlocks a 100 GB production mailbox in addition to an expanding online archive that can expand up to 1.5 TB.

17. For the Office products Word, Excel, etc., do we have an option to install the software locally and not utilize the cloud?

Answer: All SilverSky Modern Work packages include the desktop Office Suite by default. While these licenses include access to Office for the Web, they can be disabled. SilverSky can perform this configuration as part of a Managed Migration or for any Managed Modern Work customer.

18. If we Opt-Out, will the Self-Service Migration still be available?

Answer: SilverSky is committed to ensuring that every current customer has a path forward, even if that customer is no longer with us. We encourage those customers who do decide to Opt-Out to leverage the Self-Service migration offering, as it will allow us to ensure that your offboarding process is as smooth as possible.

19. Will we still have access to cloud.postoffice.net or an equivalent service?

Answer: Not only will you retain access to cloud.postoffice.net, but as part of this upgrade, you will be migrated to Enterprise Single-Sign-On, allowing your admins and end users to access the portal seamlessly using their Microsoft 365 credentials.

20. Do all the options have to include Office applications? We have currently paid for Office Licenses, which are not subscription-based.

Answer: SilverSky can replace the M365 Business Standard offering in the Essentials pack for small and medium businesses with M365 Business Basic. For Enterprise customers, Office 365 E1 is available in the place of M365 E3. This combination provides all the same benefits, with the flexibility to upgrade to the evergreen version of Office when the timing is right for your business.

21. Regarding security rules for email, what about certain restrictions—like rules requiring email accounts only to accept internal emails?

Answer: If these configurations are in place today, they will be replicated as part of your Express or Managed migration service. If these business restrictions do not exist today, SilverSky can implement them for any Managed Modern Work customer. Self-Service migration customers will need to recreate these business rules as part of their internal migration project.

22. Where will the email data reside?

Answer: All data for your Microsoft 365 tenant will reside within Microsoft Azure Data Centers within the continental United States. If your business has unique data residency requirements, please reach out to the SilverSky team to discuss Multi-Geo capabilities and requirements.

23. Is the Teams version a fully functional replacement phone system (PBX/Direct Number) in any or all packages?

Answer: The Microsoft 365 E5 license, which the Enterprise Complete Package is built on, includes the Teams Phone functionality. Teams Phone Standard can be added to any Package and is not restricted to only the E5 license. Implementation of Teams Phone is not included in the Migration service but is available as an engagement for Managed Modern Work customers or as an engagement for any SilverSky customer.

24. We use various versions of perpetual Outlook throughout our organization such as 2016, 2019, 2021, etc. Are you saying that we will be unable to use these to access email in the future? All of our users have various versions of perpetual licensed Microsoft Office.

Answer: Microsoft's support lifecycle is complex, and it is important to understand the different support phases a product may be in throughout its lifecycle. In this case, the Microsoft 365 Product Group offers full support for any version of Office which is currently under Mainstream support. At the time of writing, this includes:

Office 2021 LTSC, Office 2024 LTSC, and Microsoft 365 Apps for Business & Apps for Enterprise.

Office 2016 and 2019 are in the Extended Support phase of their lifecycle, meaning they only receive security updates. Microsoft offers Best Effort levels of support for these older versions of Office. SilverSky aligns with Microsoft on this support policy.

25. To what extent will our IT team have admin functions directly in Azure/M365?

Answer: This is entirely up to the customer. The Microsoft 365 tenant provisioned belongs to your organization. Many SilverSky Managed Modern Work clients go no further than the M365 admin center, where they perform day-to-day recipient management tasks. Other clients have well-developed internal IT functions and perform almost all configuration and management of the platforms themselves, relying on SilverSky only for expert advice in specific areas. SilverSky is your partner in cloud security. We can meet you where you are and grow with you.

26. We already have Microsoft 365 Business Standard, which renews in January. Will we need to change this subscription? Can we bring our own M365 Business Standard licenses?

Answer: We know Microsoft licensing is a complex topic. SilverSky can work with bring your own license solutions, but you will need to contact the SilverSky team to discuss your specific situation and requirements.

27. Do Microsoft Defender options conflict with SentinelOne, or can they be used simultaneously?

Answer: For SilverSky clients already leveraging SentinelOne today, Defender will deploy in Coexistence mode to ensure your SentinelOne solution continues functioning as your endpoint solution.

28. Can multiple email domains be migrated, and can multiple email domains be hosted by the same company?

Answer: Microsoft 365 supports multiple domains assigned to a single tenant, which can be assigned to all (or a subset of) users within the tenant.

It is important to note that while a Microsoft 365 tenant can contain many domains, a domain may only be bound to a single tenant.

29. Is there any option for just email services and not other security services like endpoint protection?

Answer: Both the SMB and Enterprise Essential Packages contain only Email and Identity based security solutions.

30. If we choose self-service migration and migrate before our SilverSky contract is up (since we have to migrate), will we be excused from the remaining SilverSky subscription once the migration is complete?

Answer: Yes, for your hosted exchange, email protection services and mobile device management

31. How will SMC DLP rules we have in place or changes be made?

Answer: Nothing changes with this migration regarding the SMC, your current DLP rules, nor are there any future changes you will be required to make.

32. Will the recommendation consider all services we currently have with SilverSky?

Answer: The recommendations only focus on hosted exchange, email protection services, and mobile device management. At this time, no other services are impacted.

33. If we already have an MS365 tenant set up for Office, can you help migrate to that and assist with management?

Answer: We can assist without any issues in this scenario. Please get in touch with the team to discuss the next steps.

34. We have restricted exchange (IP restriction to the corporate network) and MFA for OWA. Will those controls still be available?

Answer: These controls are provided as part of the Identity protections included with Entra ID Premium.

35. If we update our Microsoft 365 applications before completing migration to Exchange Online, do we need to use a particular Outlook client?

Answer: Yes, if you are using the Microsoft 365 Apps for Business or Enterprise and connecting to SilverSky's Hosted Exchange, you must use Outlook Classic. SilverSky can help transition to the New Outlook after your migration completes.