

What to Expect with your Kick-off Call

Thank you for being a SilverSky customer! Whether you are new to our services or have been with us for many years, we want to make sure that your email migration, license provisioning and the deployment of your services is as seamless as possible and that you and your team understand how to use our services effectively once we've completed the migration.

Many customers wonder what's happening with the Migration Kick-off Call. This guide has those answers. **Importantly, no mail-impacting changes to happen on kick-off day.**

The Migration Kick-off Call is:

- Information sharing – confirmation of your survey response, your new Microsoft licenses, and details around your current Hosted Exchange service
- Confirmation of your company's email usage and overall business environment
- Overview of the migration process
- Introduction of your SilverSky Migration team
- Service responsibilities - a partnership between SilverSky and our customers.
- Location of our Hosted Exchange Knowledge Center
- Migration Timeline - your project plan

How to Prepare for your Kick-off Call

To make the most of your time with our Migration team, please take the following steps in advance of your Kick-off Call:

- Complete the Migration Requirements Survey (sent to our primary contact by email)
- Forward the meeting invitation to others on your team involved in the migration process
- Review your needs for Conditional Access, a security feature that enforces access controls based on identity, location, and other conditions. Be prepared to discuss any multi-factor authentication solutions in place today.
- Know your operating systems. Office version 2019 and lower along with Windows 10 below 22H2 are not supported when connecting to Microsoft 365. You'll need to have systems on a supported version prior to your cutover to Microsoft 365. If you have an unsupported OS or Office applications, plan to discuss the timing of updates on this call.

Frequently Asked Questions

We have hundreds of customers migrating from our Hosted Exchange platform to M365 licenses and services between March and September, and while each customer has their own unique environment, we have found commonly asked questions. Check out our Migration FAQ on [Knowledge Center Exchange Migration to Microsoft 365 - SilverSky](#)