

On Demand Migration Customer Assurance

Description

The On Demand Migration Customer Assurance Services Offering is designed to guide Customer through the steps necessary to start effectively using the On Demand Migration subscription. During the service delivery, customers will be educated regarding the capabilities and usage of the platform, as well as receiving guidance to conduct their migration.

Approach and Activities

Quest will schedule four (4) sessions of up to two hours each, over the course of 4 weeks to guide Customer through onboarding. The below activities will be completed, though the specific session agenda may vary based on pace of progress.

- **Session 1: ODM Introduction & Planning**
 - Verify completion of ODM Migration prerequisites
 - Conduct ODM Technical Workshop to provide an overview of the platform
 - Discuss Customer Migration Goals & General Migration Setup
 - Review Common Practices and prerequisites for testing
 - Guide Customer through setup of the On Demand Organization
 - Review the On Demand Interface, migration options, and platform capabilities
 - Advise Customer through setup of the ODM Project for Migration & Discovery of Accounts
- **Session 2: ODM Configuration & Testing**
 - Guide Customer through Match Accounts
 - Test Migration of Mail & OneDrive
 - Test migration of SharePoint, M365 Groups and Teams
 - Review of Migration Tasks and Events
 - Review Desktop Update Agent
 - Discuss best practices and provide recommendations for Pilot migration
- **Session 3: Pilot Preparation Review**
 - Review Pilot Migration Plans and recommend adjustments (as appropriate)
 - Review Pilot Migration Task Configuration and recommend adjustments (as appropriate)
 - Assist with development and refinement of pilot task list
- **Session 4: Pilot Review and Adjustments**
 - Review Pilot Migration Results
 - Provide recommend adjustments (as appropriate) for production migration
- **Production Migration Guidance**
 - During production migration, up to 12 additional sessions can be scheduled to ask additional questions, request further guidance or provide further assistance as needed.

Prerequisites and assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following:

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- Customer will ensure that adequate licensing for On Demand platform and Microsoft platform are in place prior to beginning of engagement.
- Customer to commit a technical resource for the working sessions with adequate authority to conduct the migration.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Customer will collaborate with Quest to schedule sessions within the 4 weeks following purchase. Production Migration Guidance sessions may be scheduled at mutually agreed upon times with 2 business days notice.

SKU

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