# CLOUDIWAY
### Your smart ally in the Cloud

## Case study: Exchange to Microsoft 365

Why Openteam recommends using cloud-based solutions and why they had to use a third-party tool to migrate from Exchange, an On-Premises messaging platform, to Microsoft 365.

### An Easy On-Premises To Cloud Migration?

As seen from Microsoft, it is straightforward: you need to use native procedures to migrate from a local **On-Premises server to Microsoft 365** almost automatically.
As often with Microsoft and cloud migration, **the reality is quite different**.

Openteam is a French IT Service company - ESN/SSII (Société de services informatiques) created in 2008. Openteam has specialized in IT managed services, especially for small and medium companies, either on-premises or in the cloud. Their customer recognizes them for their commitment to excellence.

**Proactivity and availability** are part of Openteam's core values, which involves high customer satisfaction and low support solicitation.

Openteam has worked for nearly 14 years with Microsoft and recently looked for a robust and manageable solution to migrate a server that was no longer officially supported.

Among the lessons, according to Tristan LABAUME Openteam's director: despite all its advantages, Microsoft 365 induces a loss of control since separate components are updated at Microsoft's timing. This will be useful and relevant in many cases, but sometimes it might require undesirable and mandatory changes.

# Openteam

Yet, we will not escape some technical constraints that will reveal incompatibilities with previous components installed locally, such as **Azure Active Directory Connect**, and therefore updates decided unilaterally by Microsoft.

### Benefits of moving from On-Premises to Cloud

Exchange Online offers many features and benefits not available with On-Premises services. Exchange is still one of the most successful source servers, and they are several methods you can use to get your company from Exchange On-Premises to Microsoft 365:

- **Cutover** migration: the most direct option. With delta-pass, migration attempts are made while mails are still being delivered on-premises.
- **Hybrid** migration, with coexistence.
- **PST import**: the manual method.

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## The use of third-party migration tools is a must

Migration remains an operation that requires a lot of attention, especially in tracing all the parameters that will not be migrated, such as rights on calendars or incompatibility with recurring events.

On the end-customer side, mailboxes are not all up-to-date and configured according to all the parameters (X500 addresses, for example). Consequently, the verification/modification task and the **deactivation of the old Exchange server can only be manual**.

**MSPs** (IT Managed Services Providers) continue to base their approach on third-party tools such as Cloudiway.

According to Tristan LABAUME, CEO of Openteam, "*Thanks to Cloudiway SaaS, we were able to bring our client into the 21st century with a smooth and seamless transition for users. It would be impossible to achieve a reliable and transparent migration without a platform like Cloudiway*".

The project took almost two months, and Tristan confirmed that there has been **no service interruption, no data loss**, or any issues with migrating specific items such as delegations and permissions.
He also noticed the syncing of email data multiple times without any side effects (duplicate, packet loss, etc.)

The whole process of migration needs plenty of time and effort, and it may also involve a few steps which have not been listed. This is why you need a third-party tool and a consultant to follow your project from start to finish.

*MAKE IT EASIER. WORK WITH EXPERTS.*

Migrating Exchange On-Premises to Exchange Online or Office 365 offers all the benefits of cloud-based email with robust features and security deployment.

Our consultant team helps you define the best migration strategy and ensure you can meet your deadlines.

**Ticketing System**   **Consulting**   **Help Center**

A transition time is always challenging, Cloudiway SaaS provides the best migration tools to migrate **Google Workspace and Microsoft 365 from one tenant to another, Slack, Teams, SharePoint Data Migration** and much more according to your requirements.

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