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SNP Technologies Migrates over 5,000 Users from Google to Office 365

Situation

A large state university was using a diverse set of software programs for collaboration and communication, including Google Apps Services, Skype for internal communications, and Microsoft Office applications for productivity. Adding to the complexity, the university's IT department was supporting at least three versions of Office applications. To improve end-user productivity, cost efficiencies, and technical support for their 19,000 users, the system administrators at the university decided to move their email from Google to Office 365.

The university chose SNP Technologies for the project. The migration included over 5,000 users who required data migration. SNP had previously not performed a migration from Google to Office 365, but their extensive experience with SkyKick's migration technology and technical support, gave them and their client the confidence to proceed.

Solution

SNP used the SkyKick Migration Planner to uncover critical details of the university's email environment and easily configure the migration project to meet the university's unique needs. They demonstrated the capability of SkyKick's Server Sync to perform a 5,000 seat cutover migration in spite of Google's 2 GB per-day throttling restriction. Across the entire migration process, SNP used the SkyKick Migration Tracker to monitor every aspect of the project, build momentum and communication with the customer, and address otherwise hidden issues in a timely manner. SNP also relied on SkyKick's free, unlimited, consultative technical support from pre-sales to post-migration to ensure success with this, their first Google to Office 365 migration.

snp technologies inc.

Partner
SNP Technologies is a cloud-only service provider, building secure and reliable solutions for businesses of the future.

Website: www.snp.com

Country: United States

Customer
Industry: Higher Education

Size: 19,000 Users

Benefits

Automation saves hundreds of hours
Unlimited, automated syncs before, during, and after cutover not only ensure a successful migration, they save a lot of manual effort.

"We saved hundreds of hours, not just in the overall project, but through handling issues along the way in a proactive, collaborative fashion."

Ravi Beeram, Engineer

Highest value for fixed cost
SkyKick is designed to enable profitability through its fixed cost for comprehensive project automation.

"Other products in the industry may appear less costly on the surface, but after adding everything up, SkyKick has proven to be the real value for us."

Kristen Pethick, Project Manager

100% partner-focused
From its beginning SkyKick has focused 100% on making its partners more successful in the cloud.

"SkyKick has always put our business success first. Our partnership is based on team wins and providing premium services to our customers."

Prakash Parikh, Chief of Operations

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> *"The Migration Planner gave us a full scope of the environment, including the discovery of all mailboxes in the environment. It also streamlined much of the work, including assigning licenses in bulk. It also helped us showcase to the university that we knew the migration environment, and we would be able to walk them through the process successfully."*
>
> *Ravi Beeram, Engineer*

Situation

The choice for SNP Technologies

After diligently evaluating a set of IT partners, recommended by Microsoft, the university chose SNP Technologies, based on their proven Office 365 migration experience and skillset, their expertise to support a separate, large Azure project for the university, and their proven ability to help end users adopt and thrive with new technology. Kristen Pethick, Project Manager at SNP states, "We want to migrate people to the cloud and give them the functioning knowledge to succeed in the cloud for years to come."

SNP's first Google migration

Prior to this project, SNP had successfully migrated over 25,000 users to Office 365. While they had not performed a migration from Google to Office 365, their extensive experience working with SkyKick's migration technology and technical support team gave them and the university the confidence to proceed.

Solution

Advanced Planning and Expectation Setting

SNP has developed a successful framework approach that streamlines every migration, while addressing the unique variables within each project.

For a project of this size and complexity to be successful, accurate planning, scoping, and pricing were critical, including setting appropriate customer expectations.

Pethick states, "The Google migration documentation provided by SkyKick informed our planning in advance of the migration and helped us prepare the customer for every aspect and variable of performing a migration from Google to Office 365."

Automated Discovery and Simplified Customization

A vital piece of SNP's framework approach is the SkyKick Migration Planner. Its automated discovery uncovers as much as possible about a customer's email environment and its extensive configuration options enable partners to develop a comprehensive migration plan, customized for each customer.

The Migration Planner is also a useful pre-sales tool. According to Pethick, "The Migration Planner helped us showcase to the university that we knew the migration environment, and that we would be able to walk them through the process successfully."

Ravi Beeram, Engineer, adds, "The Migration Planner provided a full scope of the environment, including the discovery of all mailboxes in the environment. It also streamlined much of the work, including assigning licenses in bulk."

The Cutover Decision

One challenge of migrations from Google is the 2 GB per-day throttling restriction. A Google migration of this size might typically be done as a more complex staged migration. However, because the Migration Planner revealed that the average mailbox was relatively small, it enabled SNP to

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"The Migration Tracker provided a clear picture of what was going on with respect to all the migrating user accounts. Without that, it would have been difficult to know the sync status of each of the 5,000 users."

Ravi Beeram, Engineer

confidently recommend a cutover migration.

Because SkyKick migration technology is free to test (as there is never a charge until cutover) it was easy for SNP to do a pilot to validate the decision and the quality of the data migration. Beeram states, "The results of the pilot were a big relief for the customer. We made sure everything was syncing properly, and it convinced them to choose a cutover approach over a staged migration."

Empowered Project Management

Visibility

Once an order is placed, the SkyKick Migration Tracker empowers project management across the entire migration project. Beeram states, "We had a clear picture of what was going on with all the migrating user accounts. Without that, it would have been difficult to know the status of each of the 5,000 users."

Pethick adds, "Everything was in real time, giving us the ability to provide accurate updates throughout the project. This helped build project momentum and helped us notify the university of any specific issues, such as password discrepancies, they needed to resolve."

Flexibility & Control

The Migration Tracker also serves as a control center through which partners can address issues and make changes to the migration project as needed. According to Pethick, "We knew that with a migration of this size there would be contingencies we would need to address, but we also knew

we could address these easily within the tracker."

One example of this was how to handle users who provided credentials after cutover. Beeram states, "Having the post-migration Sweep Syncs and the ability to include additional users post migration ensured 100% satisfaction."

The migration application is also designed to uncover a wide range of issues which may impact a migration. This empowers partners to address otherwise hidden issues in a timely manner. Pethick states, "By leveraging and addressing alerts as they arose, we were able to maintain momentum, keep our client engaged, and avoid any unforeseen delays to the migration."

Unlimited Consultative Support

SkyKick provides unlimited, free, consultative support as often as needed before, during, and after a migration. SNP has only required minimal technical support since their early migrations. However, Pethick states, "On this migration, SkyKick technical support was helpful from the start. We knew we could count on our partnership, and they were there for us at every stage. That breadth and depth of support was invaluable."

In addition to technical support across the planning and migration process, SNP also relied upon support after the migration

Following the migration, about 0.5% of users were experiencing issues. Beeram states, "We immediately spoke to SkyKick Support. They detected the causes and helped us resolve the issues. For some

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mailboxes, Google was not providing proper information about mailbox item count; for others they were unable to establish a session with Google. Regardless of the reason, they helped us recover from those issues quickly."

He concludes, "We had full support from SkyKick from start to finish. No matter whom we spoke with, our primary contact or other support technicians, they helped us in resolving issues very quickly and efficiently."

Benefits

Automation saves hundreds of hours

The SkyKick Migration Suite is designed to automate 90% of the manual tasks of a migration. For this project, the unlimited, automated syncs before, during, and after cutover not only ensured a successful migration, they saved a lot of manual effort. Beeram states, "Without this automation, we would have had to put a lot of manual effort into this migration. For this sized environment, we saved hundreds of hours, not just in the overall project, but through handling issues along the way in a proactive, collaborative fashion."

Highest Value for Fixed Price

According to Pethick, "One way SkyKick has enabled us to be more profitable is through their fixed cost for comprehensive project automation. This includes no cost for technical support or additional products, syncs, or services. This empowers us to provide more competitive pricing, as we have a better handle on our internal costs.

Other products in the industry may appear less costly on the surface, but after adding everything up, SkyKick has proven to be the real value for us."

100% partner-focused

From its beginning, SkyKick has focused 100% on making its partners more successful in the cloud. Prakash Parikh, Chief of Operations at SNP, explains how this has empowered their cloud business: "SkyKick has always put our business success first. Our partnership is based on team wins and providing premium services to our customers."

Pethick adds, "In addition to the availability and technical expertise of SkyKick's support team, they provide a truly engaged partnership experience. It is clear that they are each personally invested in our success. That level of partnership is a huge value-add, and motivates us to continually partner with SkyKick."

Foundation for expanding Cloud Business

In the rapidly evolving cloud industry, it is critical for IT providers to find products and platforms on which to build their cloud business. Pethick states, "SkyKick documentation, technology, and support helped us set really good expectations with the customer and ensure a successful migration. This success solidified our partnership with the customer for future projects."