

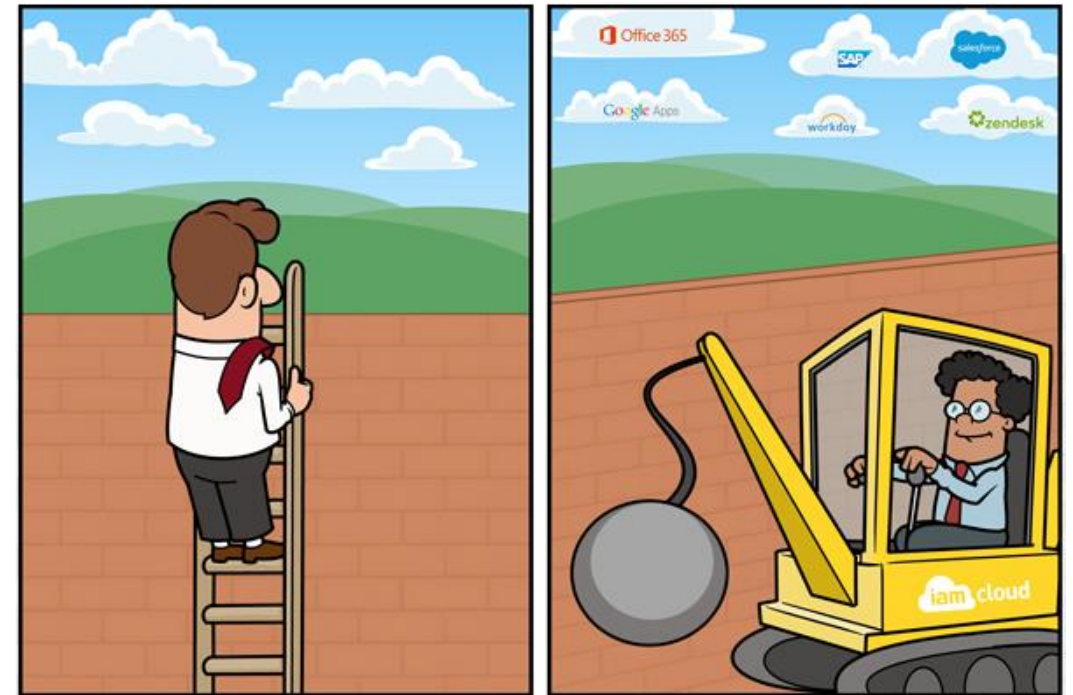
LIFT&SHIFT

Tenant-to-Tenant Office 365 migrations
by IAM Cloud



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IAM Cloud, breaking down the barriers to the cloud

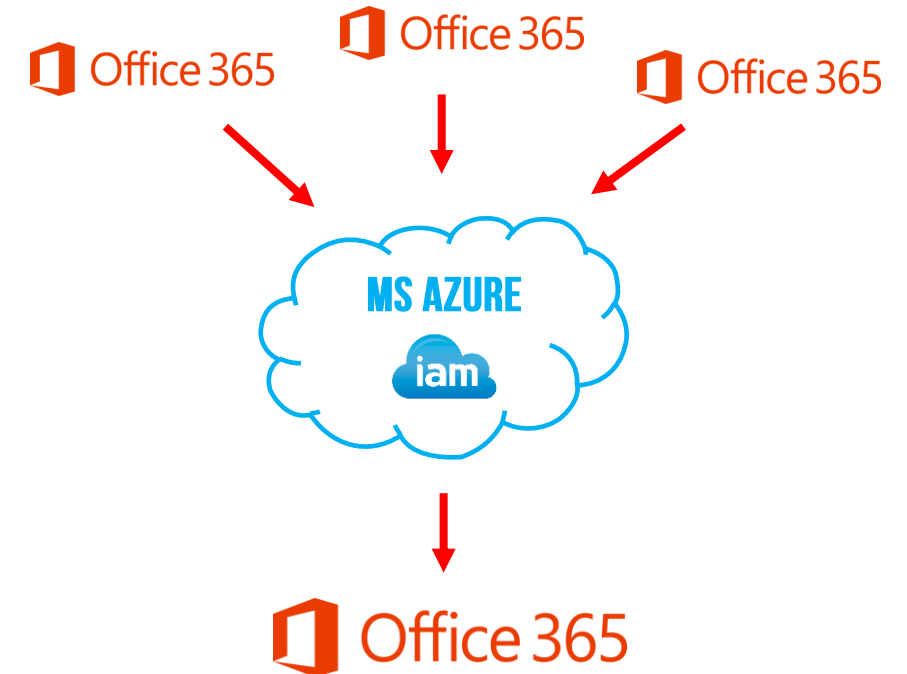
LIFT&SHIFT— THE CONCEPT

If you have multiple Office 365 tenants, there are many benefits of merging them into a single central tenant.

It's easier to manage, it's more cost-effective, it simplifies IT management which can in-turn help improve process consistency, data integrity, and IT security and compliance. It can help improve collaboration across your organization by unlocking features within Office 365 that are either impossible or significantly less easy to manage cross-tenancy.

Lift&Shift is a cloud-based migration platform & service that makes merging or splitting Office 365 tenancies as simple and unintrusive as possible for users. And because we leverage efficient hyper-scale cloud services and our own process automation technology, Lift&Shift is both powerful and affordable.

Through a combination of the Lift&Shift technology, our automation workflows, and our own expert services we treat migrations as a holistic end-to-end process. In this regard, we are very much distinct from our competitors, who tend to focus on building software to move data from A to B. Migrating data is obviously a very important part of a migration project, but it is only one step of a bigger and more complex process. Lift&Shift helps with the entire project.



LIFT&SHIFT— THE MIGRATION

Exchange Online

- Mail objects
- Task objects
- Calendar objects & invitees
- Server-side mailbox settings & rules
- Signatures
- Out of Office messages
- Attachments
- Read-State
- Folders
- Categories
- Global Address List
- Shared mailboxes
- Distribution lists

OneDrive for Business

- Files
- Folders
- Permissions

OneNote

- OneNote documents
- Permissions

Teams

- Teams structure
- Files
- Folders
- Permissions
- Channels
- Group memberships
- Chat archive

SharePoint basic

- Sites structure
- Files
- Folders
- Permissions
- Memberships

SharePoint advanced

- Sites structure
- Files
- Folders
- Permissions
- Memberships
- Site assets
- Flows
- Site pages
- Lists
- Metadata

RELATED SERVICES AVAILABLE:

- Intune device re-registration
- Active Directory migration
- On-prem to cloud migration
- Automated user provisioning & licensing
- Automated Teams creation & group sync
- GAL segregation and rules
- Tenancy Domain Stripping

LIFT&SHIFT— THE PROCESS

Step 1. Define the scope of the migration

Evaluate the accounts, sites, Teams and data that need to be migrated. Clean-up things that don't.

Step 2. Integrate with Microsoft 365

Lift&Shift is integrated with M365 via the GraphAPI. Permissions need to be approved for this step.

Step 3. Joining & provisioning users

Typically, customers/partners handle provisioning themselves and IAM Cloud will just take care of the joining the user identities between the source and destination. However, we can also manage the provisioning, either by implementing AAD Connect or our own IDx service, if desired.

Step 4. Domain stripping

Once the users are joined, the migration is almost ready. If the customer domain needs to be retained in the new tenancy, we first need to strip it from the source tenancy. This is often handled by customers with our oversight, but we can offer services to do this too. Only licensed accounts can have a domain stripped from them, so temporary licences may need to be applied to archived accounts.

Step 5. Domain registration

If you have a new domain, this can be done at leisure ahead of the migration, but if you are using the domain that was just stripped this has to wait until every object was stripped in the source tenancy. The domain registration process requires actions with the DNS records, therefore is something we require customers/partners to do themselves.

Step 6. The migration begins

Lift&Shift is a full migration service, so we take care of everything from here. We run the migration in two phases, the first phase "copies" data into a catalogue in the same Azure data centres as the O365 tenancy. Once items are catalogued, they then begin being "moved" to the destination. The catalogue ensures we have visibility of every successfully migrated object, plus any that fail and require a re-try.

Step 7. Cleaning up loose-ends

Even with the best planning, migrations can have some loose ends. We continue working with our customers/partners until the job is completed.

END-TO-END SECURITY

- Both Lift&Shift and IDx encrypt all data in transit (256bit HTTPS over TLS 1.2) and at rest in encrypted data storage, and only keep data physically located in data-centers appropriate to each customer's regional data residency laws. So all our EU-based customers have data stored exclusively in data centers physically located within the European Union, all our North American customers are served by data centers in the US.
- IAM Technology Group Ltd has undertaken rigorous analysis of its software, systems and processes to ensure we uphold best practices for data protection, and we assure full GDPR compliance.
- IAM Technology Group Ltd is also ISO27001 certified. ISO27001 is the global standard for strong information security management.

MORE THAN TECHNOLOGY

IAM Cloud software is fully supported. For no extra charge, all our customers receive a 24*7*365 service, which includes:

- Full support, including troubleshooting plus help with integration & configuration
- Access to our customer knowledgebase
- Access to our ticketing system
- Full extended business hours support
- Availability and support SLAs, including 99.9% service up-time
- Support by telephone, email, web tickets and web conference
- Prioritized critical support for urgent issues



IAM CLOUD FAQ

Do I need any training?

No. By keeping our technology simple, we've also made it easy to use. We also have a support team on-hand if our customers need any guidance or support.

Is IAM Cloud GDPR compliant?

Yes, of course. We are also ISO27001 compliant (the international equivalent to SOC 2 in the USA). We take data security and privacy seriously and undertake frequent security tests and audits to ensure our continued performance and compliance.

Do you have support SLAs?

Yes. Critical issues have a 1-hour response SLA. High = 4 hours. Medium = 8 hours. Low = 24 hours.

What support can we expect?

Cloud Winch is a fully supported product. Our team will help with the installation of our sync client, we'll collaborate with you on setting up the right configurations to meet your needs. Once you're set-up we provide full ongoing hands-on business hours support 7am-10pm (+0 UTC), and 24/7/365 critical support.

How quick is the set-up process?

It only requires a few minutes of your time, although depending on how many users are being migrated and how much data, there will naturally be periods where you need to wait for processes to complete.

IAM CLOUD

TRUSTED BY ORGANIZATIONS OF ALL KINDS, ALL OVER THE WORLD.



> 1 MILLION USERS



> 1000 ORGANIZATIONS



HOW MUCH DOES IT COST?

www.iamcloud.com/pricing



www.iamcloud.com