Email Migration proposal
Prepared For
ZTA

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1 Liquid Intelligent Technologies

1.1 Building Africa's digital future

Liquid Intelligent Technologies is a leading communications solutions provider across 13 countries primarily in Eastern, Central and Southern Africa that serves mobile operators, carriers, enterprise, media and content companies and retail customers with high-speed, reliable connectivity, hosting and co-location and digital services.

It has built Africa's largest independent fibre network, spanning more than 100,000km, and operates state-of-the-art data centres in Johannesburg, Cape Town and Nairobi, with a combined potential 19,000 square metres of rack space and 78MW of power. This is in addition to offering leading cloud-based services, such as Microsoft Office 365 and Microsoft Azure, across our fibre footprint.

Through this combined offering, Liquid Intelligent Technologies is enhancing customers' experience on their digital journey.

As the fastest-growing Cloud Service Provider across Africa, we have the agility of a start-up and the infrastructure of Africa's largest connectivity provider to bring you the cutting-edge cloud solutions you need to succeed in the modern business world.

1.2 Who we are?

We're not just up to speed, we set the pace.

While other service providers simply offer cloud services on the side, we live and breathe it every day. We are constantly striving to stay ahead and bring you the game-changing cloud solutions you need to drive business growth, improve efficiency, and boost productivity.

Pan-African technology group with capabilities across 13 countries, primarily in Sub-Saharan Africa

One-stop-shop technology group providing tailor-made digital solutions to businesses in the public and private sectors

Built Africa's largest independent fibre network spanning over 100,000km. High-speed, reliable connectivity, hosting, co-location and digital services

Operates state-of-the-art data centres in Johannesburg, Cape Town, Nairobi, Harare and Kigali, with a combined potential 19,000 sqm of rack space and 78 MW of power.

Redefining Network, Cloud and Cyber Security offerings through strategic partnerships with leading global players, thereby enhancing customer experience across their digital journeys

1.3   Our Capabilities

Unified Communications

They say a business can only move as fast as it communicates. With that in mind, we've built a unified communication platform that enables you to keep up with Africa's growth through a flexible, cost-effective combination of Teams Business Voice and Cloud PBX, designed to enable your business to communicate effectively from anywhere, on any device.

Managed Services

You know the old saying; "there's only two ways to do anything, and that's the right way and the wrong way". Well, when you manage your business's IT network's infrastructure through our managed services offering that combines decades of expertise with cutting edge technology, you know you can't be wrong.

Connectivity

We understand the impact that emerging tech can have on your business, especially on this dynamic continent of ours. Whether you're operating in advanced markets or in more remote terrains, our 'One Liquid Fibre Network' infrastructure will work for you across the entire continent.

Cyber Security

We understand that rapid growth in technology infrastructure is the main driver for the ever-evolving cyber threats of today. It's been said that a business's data is as good as money in the bank. So, when you secure your people, your systems and your access with our solutions that offer real-time compliance and end-to-end encryption, it adds real value to your bottom line.

Cloud

The truth is, cloud computing is the catalyst for any business's journey towards digital transformation. It's also true that when you start with a secure, efficient cloud solution; not only will you evolve your legacy systems, you'll reduce your long-term cost of ownership and allow your business to scale from anywhere.

Co Location

Wisdom tells us that you're only as safe as the environment in which you keep your most prized assets. With that in mind, we've developed the gold standard for hosting sensitive business data, with our co-location infrastructure that bridge the gap between control and freedom, keeping what's important to your business physically and virtually secure.

We've got you covered.

We are one of the few cloud providers that sells Microsoft services directly and indirectly. This partnership means we are now in more places than you can imagine, enabling you to grow your business further whether you are a reseller or end consumer.

Gold Application Integration
Gold Collaboration and Content
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Gold Enterprise Mobility Management

Gold Project and Portfolio Management
Gold Application Development
Gold Cloud Platform
Gold Security
Gold Datacenter

2 Solution

2.1 Executive Summary

Microsoft 365 is a Software as a Service (SaaS) solution that includes Microsoft Office and other services, such as email collaboration, from Microsoft's cloud service. ZTA has Microsoft licenses under LIT but the emails remained with Dandemutande. The essence of this project is to point all MX records on this domain to Microsoft 365 and migrate the emails to Microsoft 365 . They have 130 users that need migration

2.2 Deployment Summary

Phase 1: Data Compilation

- The customer will need to provide the following:
    I.   Lists of users : 130
    II.   List of distribution groups and shared mailboxes
- A clean-up of the users and files must be done to ensure that only the valid data is migrated
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Phase 2: Tenant preparation and MX pointing

- The domain MX to be pointed from Dandemutande to Microsoft
- The list of users will need to be imported onto the new tenant and the data for migration
- License assignment must be done before the migration can be launched

Phase 3: Solution implementation

- The solution will be implemented in three phases:
    1. Domain MX records pointing to Microsoft
    2. Email migration
- Each implementation stage will be signed off on completion
- The data migrations shall be launched during an off-peak period to reduce the amount of data loss during the period
- The domain shall be manually added to the new tenant (The assistance of the domain host will be required for the DNS confirmation)

- All affected accounts and dependencies on the new tenant will use an alias domain until the custom domain is added
- The addition of the domain, accounts and dependencies on the Office 365 tenant will mark the cutover of services to Office 365
- The mailbox sync will run in the background after the cutover
- SharePoint sites will be activated on creation
- Office 365 accounts will only run on Outlook versions older than Outlook 2016
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Phase 4: Service monitoring and sign-off

- The flow of emails and data sync will be monitored for 48 hours before the project is regarded as completed
- All workflows will be individually tested
- All stakeholders shall confirm the service functionality before the project sign-off is done

2.3 Solution references

Liquid Intelligent Technologies has provided similar solutions for the following organizations, amongst others:

- Econet
- NMB Bank
- Steward Bank
- Zimpapers
- ZBC
- IDBZ
- ZHI

Reference letters from the organization will be availed upon request.

2.4 Implementation and Support team

RESOURCE NAME	KEY CERTIFICATIONS
Maidei Angela Muchena *Cloud Solutions Architect*	• Diploma in Project Management – Alison Online Academy • Microsoft 365 Certified: Teams Administrator Associate • Microsoft 365 Certified Security Administrator Associate • Microsoft Certified Azure Solutions Architect Expert • Microsoft Certified Solutions Expert: Productivity
Nyasha Hazel Mapfumo *Cloud Delivery Engineer*	• Microsoft Certified Systems Administrator: Data Engineering with Azure • Microsoft Certified Azure Administrator Associate • Microsoft Certified Solutions Associate: Office 365
Nokuthula Sayi *Cloud Delivery Engineer*	• Microsoft 365 Certified Security Administrator Associate • Microsoft Certified Azure Administrator Associate • Cybersecurity Foundation Professional Certificate

Grace Chirwa	• Microsoft Certified Solutions Associate: Office 365
Cloud Delivery Engineer	• · Microsoft 365 Certified: Teams Administrator Associate • · Microsoft Certified Azure Administrator Associate

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3 Terms and Conditions

3.1 Pricing

- Pricing is exclusive of VAT
- Pricing is valid for 30 days
- Prices are provided in ZWL currency
- Final Exchange Rates will be agreed at the time of project execution
- Payment Terms: 30 Days from the date of invoice
- Invoices will be raised monthly in arrears

3.2 Assumptions and Dependencies

- ZTA will be responsible for all end user device configuration.
- ZTA will be responsible for any additional out of scope policy creation.
- ZTA end customer can provide the network connectivity and bandwidth required to support the solution.
- ZTA and the end customer will make resources available and provide access to the existing environment
- All work will be done remotely via VPN or similar connection. Access to this should be made available to LIT before project commencement.
- All support will be provided during business days and business hours GMT+2 08H00: 17H00 Monday to Friday excluding weekends and public holidays. ZTA will be asked to sign the Service Level Agreement.
- Hours are not carried over on a month-to-month basis
- No refund available for hours not utilised
- Should the limit of hours/cases be exhausted, ZTA will be required to approve separate billed hours/cases.

3.3 Risks

- If any of the dependencies or assumptions are not met (out of SOW), the solution cost may need to be adjusted.

3.4 Exclusions

- Features and functionality not explicitly listed in this proposal.
- No hardware, software or digital certificates will be provided as part of this solution.

- Any additional remediation work needed on current network devices, Active Directory, Azure, Server Infrastructure and/or Microsoft 365.
- Any travel and accommodation costs outside of Harare
- Any existing infrastructure and/or system configuration.
- Any configuration, security updates or hardware upgrades to workstations.
- Any configuration, security updates or hardware upgrades to servers.
- End user device configuration or troubleshooting.
- Exclusions are billed separately.

4 Acceptance and Approval

4.1 Agreement

The persons accepting this proposal warrant that they have the authority to bind the Company to the terms and conditions embodied in this proposal and by signing this agreement, you accept the above proposal.

AGREED TO AND ACCEPTED BY:

ZTA: Liquid Intelligent Technologies:

Name: _____   Name: _____

Title: _____   Title: _____

Signature: _____   Signature: _____

Date: _____   Date: _____