


## [TO-4234] Consolidate Microsoft 365 Licenses from Vios Tenant to KindBody Tenant

Created: 03/Jul/25 Updated: 07/Aug/25

Due: 24/Jul/25 Resolved: 02/Aug/25

Status:	Closed
Project:	Technology Operations Board
Components:	None
Fix versions:	None

Type:	Epic	Priority:	Medium
Reporter:	Jasmine Sekhon	Assignee:	Solounge Bowen
Resolution:	Resolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	6 hours, 30 minutes		
Original estimate:	Not Specified		

Attachments:	 Screenshot 2025-07-23 at 9.38.46AM.png
[Tech Ops] Vendor/ Issue Type:	Communication & Collaboration - Microsoft 365
[TO] Key Performance Indicator:	Data Quality & Safety Improvement, IT, Reduction of cost
KPI Measure:	Consolidate Vios users under the Kindbody tenant to save \$15,678/year and retire the Vios subscription before July 24, 2025 — without disrupting end-user experience.
Request participants:	None
Link URL:	<a href="https://docs.google.com/spreadsheets/d/11_BS9yawk8MItLwSK168qc4MbvqgQkMkbGjOJWPoH3g/edit?usp=drive_open&amp;oid=104161313591134251452">https://docs.google.com/spreadsheets/d/11_BS9yawk8MItLwSK168qc4MbvqgQkMkbGjOJWPoH3g/edit?usp=drive_open&amp;oid=104161313591134251452</a>
Secondary:	Ryan Perry
Technical Resource:	Matthew Ammlung

### Description

Background: We currently operate two Microsoft 365 tenants:

- KindBody Tenant
  - 168 assigned licenses
  - \$8.25/license/month
  - Contract valid through March 20, 2026
  - Subject to the Microsoft 365 Apps for Business 250-license cap
- Vios Fertility Tenant
  - 87 licenses assigned (of 120)
  - \$10/license/month
  - Contract expires July 24, 2025

To reduce costs and avoid renewing the Vios agreement, we plan to consolidate licenses under the KindBody tenant. Target: Save \$15,678/year by eliminating the Vios license subscription.

#### ***Next Steps:***

1. Audit KindBody Licenses
  1. Run a report to identify 23 or more inactive/unnecessary licenses
  2. Validate with stakeholders before deprovisioning
2. Reassign Licenses
  1. Free up 23 licenses in KindBody tenant
  2. Reassign to the 87 currently active Vios users
3. Coordinate License Purchase (if needed)
  1. If we cannot reclaim 23, evaluate F-series licensing options for lightweight users
  2. Confirm staying within the 250-license threshold
4. Document & Execute Migration
  1. Track user migration from Vios to KindBody
  2. Notify users of any login changes (if applicable)
5. Cancel Vios Subscription
  1. Ensure Vios license subscription is fully terminated before July 24, 2025
  2. Confirm zero billing beyond expiration

#### ***Follow Up:***

- Schedule weekly check-ins to track license cleanup and reassignment progress
- Finalize documentation on user migration and license management
- Communicate with Microsoft CSP or Account Manager regarding account limits and clean cut-off

#### **References:**

- Microsoft 365 Apps for Business 250-license limit: MS Docs
- KindBody tenant license agreement (exp. 3/20/2026)
- Vios tenant license agreement (exp. 7/24/2025)

#### KPIs & Measures of Success:

- Identify & remove  $\geq 23$  inactive licenses from KindBody tenant
- Migrate all 87 active Vios users to KindBody successfully
- Maintain total licenses  $\leq 250$
- Cancel Vios agreement before 7/24/25 with no continued billing
- Realize \$15,678/year in cost savings
- Ensure zero end-user disruption during migration

#### Comments

Comment by [Jasmine Sekhon](#) [ 03/Jul/25 ]

[Solounge Bowen Ryan Perry](#) Scheduling time on Monday to discuss.

cc: [Matthew Ammlung](#)

Comment by [Solounge Bowen](#) [ 07/Jul/25 ]

Following the meeting with Matt and the team, here are the key points discussed:

- **Caveat:** The user limit is capped at 250.
- **User Reassignment:** While reassigning users beyond this limit is technically prohibited, we can accommodate a maximum of 250 users.
- **License Availability:** After purchasing licenses, we will have approximately 60-70 licenses available from the Vios Fertility Tenant.
- **Account Management:** Users will retain their Vios Fertility accounts, with the only change being the transfer of their accounts to the KB Tenant.
  - Users must sign out of Vios in their Office applications.
  - They should then sign into Office Apps through the KB Tenant.
- **Directory Connection:** Vios is connected to the Azure directory, whereas the KB Tenant is not.

- **Testing Phase:** It is crucial to test the transition with a few users before proceeding with the full rollout.
  - Identify tech-savvy users to trial the transfer process prior to implementing it for the entire group.
- **Potential Issues:** Users listed in the Azure directory may encounter restrictions or issues when attempting to sign in under a different tenant. Therefore, it is advisable to conduct tests in small batches.
- **OneDrive Management:** If users have saved files in OneDrive, they will not be able to manage these files, as they will only be accessible through the KB Tenant.
  - Users should avoid saving files in OneDrive, as this does not comply with the established rules.
  - They can access their files in Incognito mode by entering the Vios Tenant.
  - If there are more than 50 users, we should consider the best approach for transferring data; for a smaller number, the transfer should be manageable.
- **Frontline Licensing Information** → <https://m365maps.com/>
  - Designed for people who work in warehouse, provide service , and do not fully need robust features within Microsoft
  - It's fully Web-based and provides a lot of features
    - F1- Slimmest amount of features (Basic features)
    - F3 - Has Basic + Has the entire Enterprise features

Comment by [Solounge Bowen](#) [ 14/Jul/25 ]

Update:

- I've pulled a report of all of the Vios Tenant users and gathered their information. I've confirmed that out of the original 84, there are 64 active users still working with KB
- Out of the 64, I've seen at least 4 users that we can begin a test migration with
  - Diana Velasquez
  - Kiera Foster
  - Paige Green
  - Joey DeMaria



## Next Steps: Microsoft 365 Tenant Consolidation – Phase 2 & 3

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### 1. Prepare for Pilot Testing

**Goal:** Validate the end-to-end process before scaling to all 64 users.

## What to Do:

- Create a **migration checklist** for your 4 test users:
    - Sign out of Office apps from the Vios tenant
    - Sign in using KB credentials
    - Verify access to: OneDrive (if used), Word/Excel
    - Confirm license assignment under KB tenant
  - Contact/Meet with your test users to explain:

“We’re migrating M365 accounts from the Vios tenant to Kindbody. You’ll be helping us test the process to ensure everything goes smoothly before the wider rollout.”
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## 2. Run the Pilot Migration (4 Users)

**Goal:** Identify bugs, blockers, and edge cases before full rollout.

### Key Things to Test:

- Can they sign into Microsoft apps under the KB tenant?
- Are they prompted to reset passwords or hit Azure/tenant conflicts?
- If they use OneDrive — can they still access old files? (even via Incognito workaround)
- Are KB-assigned licenses working as expected?

**Deliverable:** Use [https://docs.google.com/spreadsheets/d/11\\_BS9yawk8MltLwSK168qc4MbvqgQkMkbGjOJWPoH3g/edit?usp=drive\\_open&oid=104161313591134251452](https://docs.google.com/spreadsheets/d/11_BS9yawk8MltLwSK168qc4MbvqgQkMkbGjOJWPoH3g/edit?usp=drive_open&oid=104161313591134251452)

 Update on:

- What worked
  - What needed adjusting
  - What you'll do differently for the 59 remaining users
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## 3. Audit the Kindbody Tenant for Available Licenses

**Goal:** Confirm if you have at least 64 licenses available, or if you need to reclaim/downgrade

**To Do:**

- Run a user/license report in the KB tenant (once your access is working)
- Look for:
  - Inactive accounts (no login or password change in 90+ days)
  - Duplicate/service/test accounts
  - People who've left the org
  - Light-use employees who may be eligible for **F1/F3 licensing**
  - Review users(54 users) that have used Vios tenant and have used it within 2025, send an email to them notifying them to transfer any files from OneDrive to their Google drive before July 24,2024
    - Also ask them to confirm who actually uses Office 365 and save the names to re-allocate
  - Look within KB Tenant and look for at least 23 licenses that can freed and archive user.

 Your target is to free up **at least 23 licenses** if you're at the 250-license cap.

Comment by [Ryan Perry](#) [ 21/Jul/25 ]

Comparative analysis of licensed users vs. no usage in 2025!

[https://docs.google.com/spreadsheets/d/1YNqIqy\\_AI6k6GRY6J4KDoobo5Wxlv1qqRtUUUOfiXPA/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1YNqIqy_AI6k6GRY6J4KDoobo5Wxlv1qqRtUUUOfiXPA/edit?usp=sharing)

Using this list we should be able to reclaim 150+ licenses in the Kindbody Tenant - more than enough for the migration of Vios Tenant into KB.

Comment by [Solounge Bowen](#) [ 22/Jul/25 ]

This is great work [Ryan Perry](#) ! Perfect that we do not need to purchase any new licenses either ! Is there anything else else that would be needed for next steps for this or has the inactive users already been bulk archived?

Comment by [Ryan Perry](#) [ 22/Jul/25 ]

Vios Tenant users to remove, review, and keep: [https://docs.google.com/spreadsheets/d/1qtGraEzWSz6R-lhzOhO9Lr2AZ\\_pslwCRJPwlxiS0oDg/edit?gid=846219912#gid=846219912](https://docs.google.com/spreadsheets/d/1qtGraEzWSz6R-lhzOhO9Lr2AZ_pslwCRJPwlxiS0oDg/edit?gid=846219912#gid=846219912)

Comment by [Ryan Perry](#) [ 23/Jul/25 ]

Owner principal name	Last activity date (UTC) ⓘ ↓	Files	Active files	Storage used (MB)
vicki.larsen@viosfertility.com	Monday, Jul 21, 2025	12	2	4
Minnie.Andrade@kindbody.com	Friday, Jul 18, 2025	42	2	17
Sara.Rizk@kindbody.com	Thursday, Jul 17, 2025	7	1	3
staci.gorson@viosfertility.com	Thursday, Jun 26, 2025	11	2	2
kendall.nelson@viosfertility.com	Wednesday, Jun 25, 2025	19	1	3
heidi.hausermann@viosfertility.com	Friday, Jun 13, 2025	1,683	0	20,094
Tracy.Marks@viosfertility.com	Friday, May 23, 2025	40	0	60
tempis.woods@viosfertility.com	Thursday, May 1, 2025	14	0	8
alissa.marth@viosfertility.com	Tuesday, Apr 29, 2025	71	0	52
erica.louden@viosfertility.com	Thursday, Mar 20, 2025	36	0	298
carli.chapman@viosfertility.com	Thursday, Feb 27, 2025	24	0	46
kiera.foster@viosfertility.com	Tuesday, Feb 4, 2025	10	0	354

OneDrive activity in Vios Tenant

Comment by [Solounge Bowen](#) [ 23/Jul/25 ]

## Updates

- KB Tenant discoveries
  - Following our meeting, we have identified a total of 154 inactive users in the KB tenant eligible for archiving.
  - Found there are a total of 54 active users out of 191 leaving **137** available licensing within KB tenant
- Vios Tenant Discoveries:
  - Within the Vios Tenant, we have confirmed that approximately 12 users have utilized OneDrive, and we need to notify them about the upcoming changes to their licensing.
- Additionally, 46 users have not accessed Office 365 in the past year.
- We need to verify whether 21 users require a license.
- Lastly, 31 users have been confirmed to have used the service within the last 90 days.

## Next Steps

- Archive inactive users in the KB tenant to free up licensing.
- Send a mass email to users potentially utilizing the Vios Tenant.
- Grant users who have used the Vios tenant in the last 90 days if they do not have access to the KB tenant already
- Confirm with users that are in the Yellow to see if they actually need any licensing

### Reference

[https://docs.google.com/spreadsheets/d/1YNqIqy\\_AI6k6GRY6J4KDoobo5Wxlv1qqRtUUUOfiXPA/edit?gid=882253842#gid=882253842](https://docs.google.com/spreadsheets/d/1YNqIqy_AI6k6GRY6J4KDoobo5Wxlv1qqRtUUUOfiXPA/edit?gid=882253842#gid=882253842)

Comment by [Ryan Perry](#) [ 23/Jul/25 ]

### Update

- KB Microsoft 365 license reclaim complete!
- 137 Microsoft 365 Apps for Business licenses now available.
- No purchasing of additional licenses required.
- Email sent to all active Vios Tenant users informing them about account switches.

### Next Steps

- Adding Vios tenants to KB tenant.
- Assignment of licenses

Comment by [Solounge Bowen](#) [ 23/Jul/25 ]

### Update

- Ryan has sent over the mass email to the users giving users a heads up on the upcoming changes between today and tomorrow
- I've proceeded to bulk import all users in the in green (used in the last 90 days) and successfully set up
- **Officially have 113 of 191 available licenses after migrating confirmed active users**

#### Next Steps

- Confirm users have been added to Office 365
- Successfully remove licensing from all users from Vios Tenant which should have a total of 120 licenses available

Comment by [Ryan Perry](#) [ 23/Jul/25 ]

#### Update

- All accounts which have been migrated from Vios to KB Tenant have had their license in Vios Tenant revoked.

Comment by [Solounge Bowen](#) [ 23/Jul/25 ]

Awesome work Ryan thank you,

I'll proceed to keep this ticket open for any users requesting licensing. Will close this ticket next week if no response

Comment by [Solounge Bowen](#) [ 01/Aug/25 ]

It has been a week since this chance and I've confirmed only 2 users have contacted relating to assistance. I will proceed to close out this ticket

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