EUROPEAN COLLABORATION
SUMMIT 2024

Mastering a
Tenant-to-tenant migration

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- Microsoft MVP: M365
- MCM & MCSM: Exchange
- Microsoft Certified Trainer (MCT)

- LinkedIn: www.linkedin.com/in/petsch
- X: @petsch
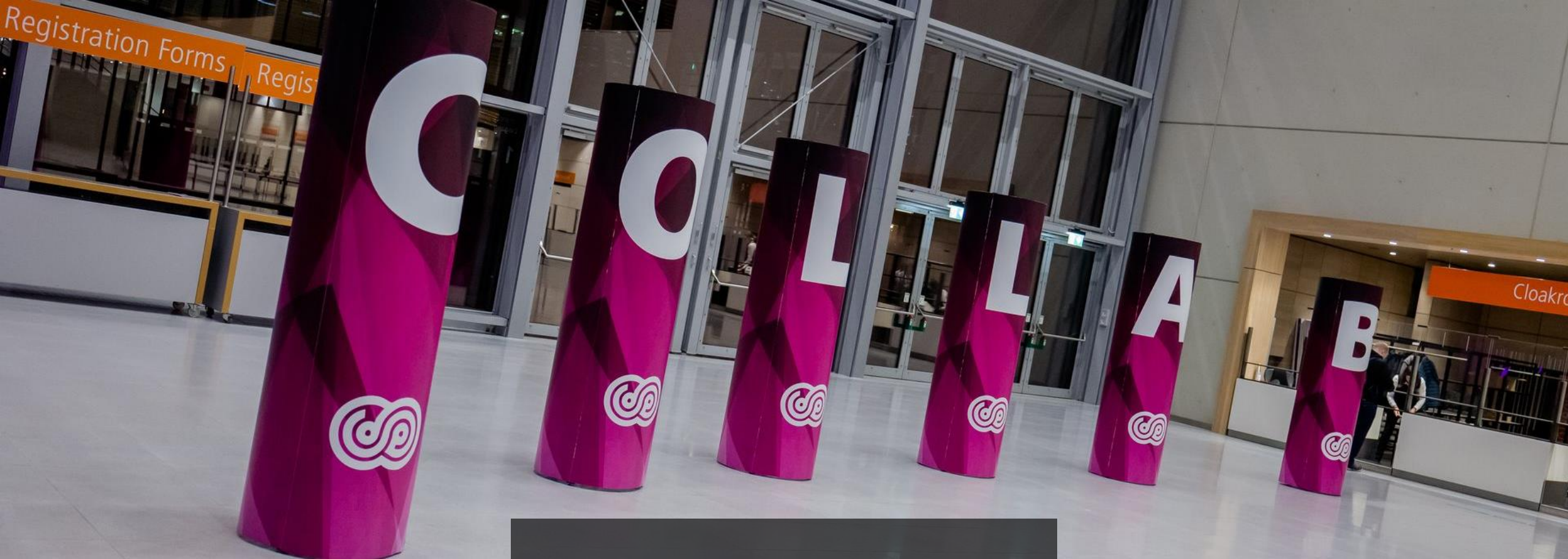- Blog: https://www.msdigest.net/
- Mail: peter@neoconsulting.dk

Agenda

- Why Tenant Migrations
- Tenant Migration Scenarios
- The Planning
- The Tenant Migration
- Q&A
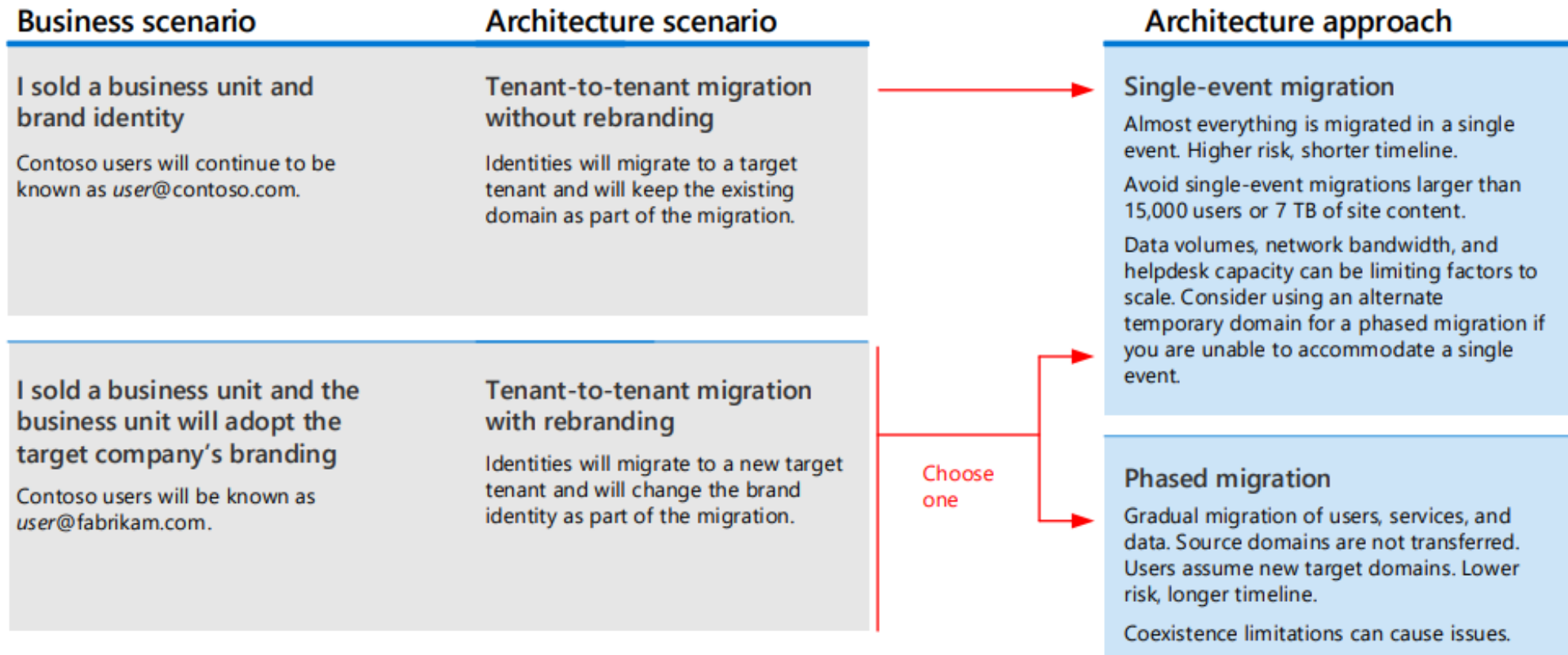
Why a Tenant Migration?

Business Driven Migrations

- Mergers
- Acquisitions
- Divestitures
- Rebranding

Tenant-to-tenant scenarios

Business scenario	Architecture scenario		Architecture approach
I sold a business unit and brand identity Contoso users will continue to be known as *user*@contoso.com.	**Tenant-to-tenant migration without rebranding** Identities will migrate to a target tenant and will keep the existing domain as part of the migration.	→	**Single-event migration** Almost everything is migrated in a single event. Higher risk, shorter timeline. Avoid single-event migrations larger than 15,000 users or 7 TB of site content. Data volumes, network bandwidth, and helpdesk capacity can be limiting factors to scale. Consider using an alternate temporary domain for a phased migration if you are unable to accommodate a single event.
I sold a business unit and the business unit will adopt the target company's branding Contoso users will be known as *user*@fabrikam.com.	**Tenant-to-tenant migration with rebranding** Identities will migrate to a new target tenant and will change the brand identity as part of the migration.	Choose one	**Phased migration** Gradual migration of users, services, and data. Source domains are not transferred. Users assume new target domains. Lower risk, longer timeline. Coexistence limitations can cause issues.

Single-event Migration

Advantages

- Less complex
- Easier end-user training and understanding
- Minimal transistion

Disadvantages

- Higher Risk
- Large data migrations
- More planning and testing
- More IT resources during migration
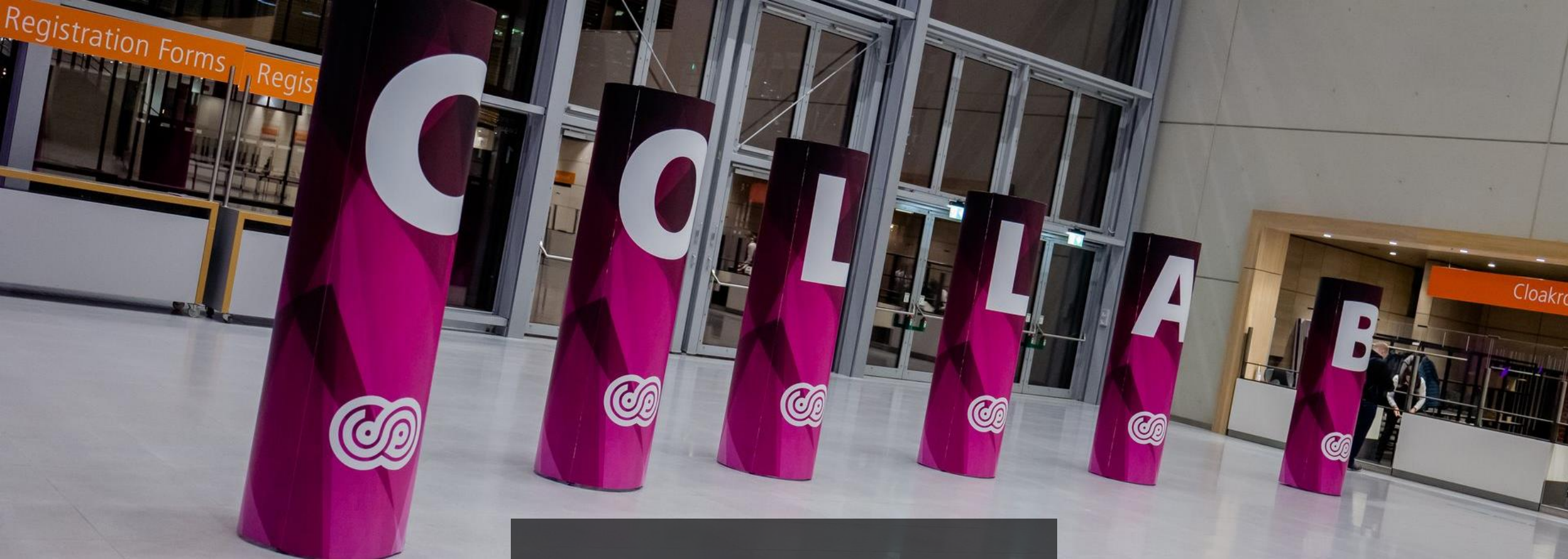
Phased Migration

Advantages

- Less risks
- No alternatives in large environments
- Easier to execute

Disadvantages

- More complex
- Co-existence
- More difficult process
- Time consuming

Tenant Migration

The Planning Process

Discovery → Planning → Design → Testing → Migration → Hypercare → Post Migration

Important Decisions
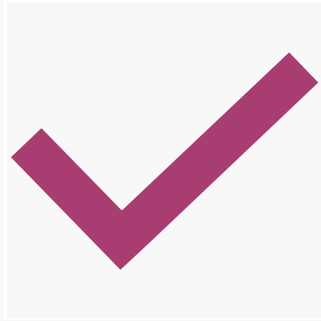
Target tenant:

New environment

Existing environment
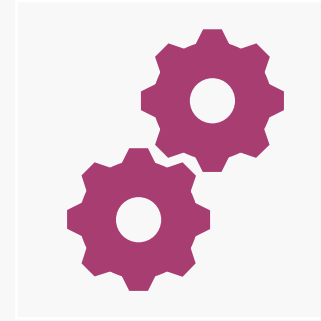
Migration Approach:

Single-event Migration

Phased Migration

Co-Existence

Balance the Risk and Business Deadlines

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Discovery and Assessment

Assessment

Know Your Users and Data

Identity

- Migrating Users
- Creating Users in the new tenant and environment

- Cloud-Only
- Active Directory

Identify workloads

- Microsoft Entra
- Exchange Online
- OneDrive for Business
- SharePoint Online
- Teams
- Planner
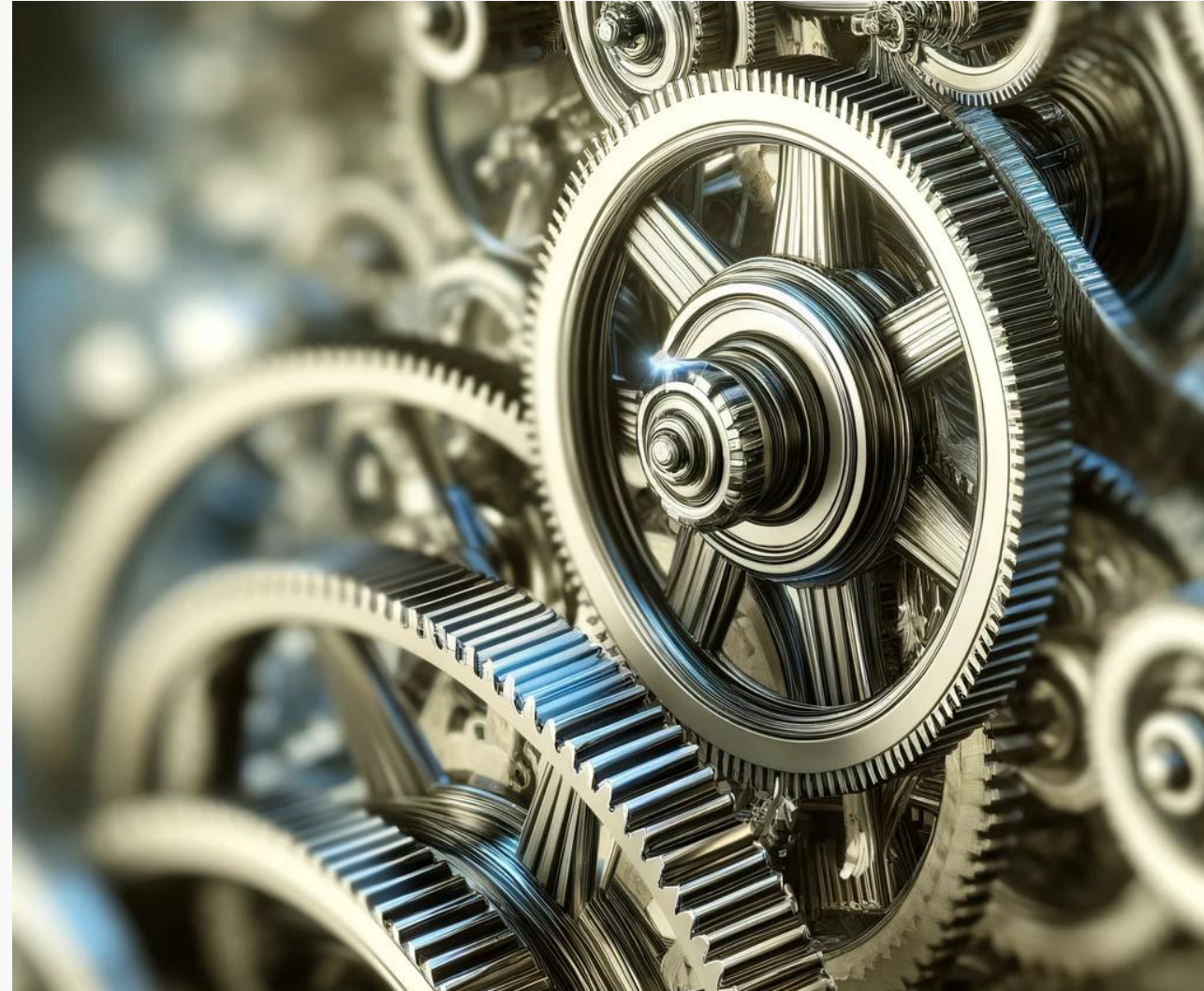
What about the rest ?

- Intune
- Stream
- Microsoft Forms
- Viva Engage
- Azure
- Microsoft Information Protection

- PowerBI
- Power Apps
- Power Automate
- Dataverse
- Dynamics Apps

What about on-premises?

Migration Challenges

- Encrypted Data
- Sensitivity Labels

- Retention Policies
- DLP Policies

- M365 Audit Logs

Migration Challenges

- Mail flow
  - Partner Connectors
  - Specialized Mail Flow

- Meetings
  - Old meetings still work
  - Existing meetings need to be deleted by users – cannot be rescheduled
  - New meetings will need to be re-created by all users, replacing existing meetings

- External Guests

Migration Challenges

- Migration Performance
- Bandwidth Throttling (Microsoft & 3rd Party)

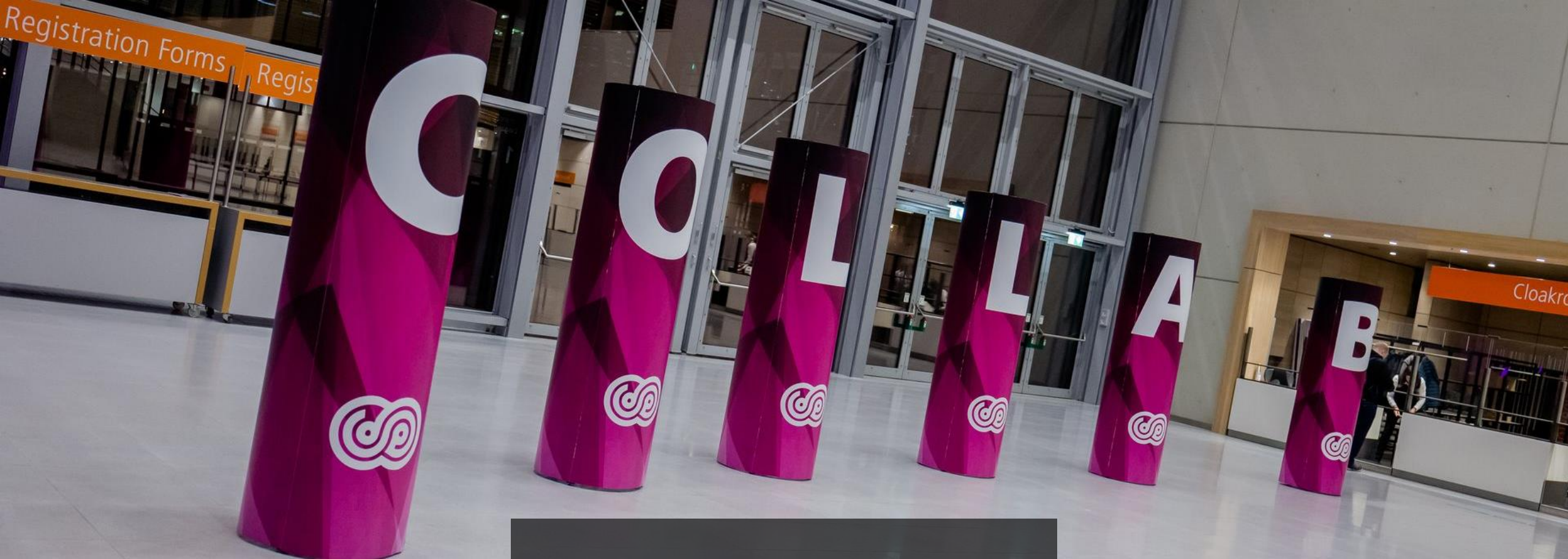- Azure AD App Registrations and 3rd Party Apps
- M365 DSC

Licensing and subscriptions

- Enterprise Agreements
- CSP Licensing

- Microsoft 365 Subscriptions
  - EA, CSP (NCE)

- Azure Subscriptions
  - Pay-As-You-Go, EA, CSP
  - 3rd party Subscriptions

- Be aware of:
- 12-month commitments
- Mix of SKUs & Subscriptions
- Manage license costs

Exchange Online (Plan 1)	0		4/4
Microsoft 365 Audio Conferencing	0		1/1
Microsoft 365 E3	0		50/50

Executing the Migration

The Microsoft Tools

- Cross-tenant Mailbox Migration
- Cross-tenant OneDrive Migration
- Cross-tenant SharePoint migration (preview)
- Cross-Tenant Identity Mapping (preview)
- E-mail Domain Sharing (Preview)

- https://learn.microsoft.com/en-us/microsoft-365/enterprise/cross-tenant-mailbox-migration

The 3rd Party Tools

- Quest On-Denmand Migration
- BitTitan MigrationWiz
- ShareGate Migration
- Skykick Migration Suite
- Avepoint Migration Platform
- CodeTwo Office 365 Migration

Just to name a few...

Dive into the details

- Know the difference
- Know the limitations
- What can we migrate
- What cannot be migrated

Bots	✗	
Calls and devices	✗	Contacts, contact groups, call history, voicemail, a not migrated. Devices and device setup are not m
		Images, media files and documents referenced in chats are stored in your OneDrive for Business fo migrated using the On Demand Migration for One you migrate the chats. File links in team chats will migration if the files are moved to another folder Files that are linked to the private chats and meet do no display in the Files tab of private chats and source tenant a member removed from a chat ca of the chat in the source. In the target tenant, me history of chats they have been removed from.
		Users deleted on the tenant are not migrated, so members of a chat on the target. Deleted users r members of a chat on the source. One-to-one cha users is deleted, are migrated for the user that is tenant.
Chats	✓	If a domain move is done after a chat migration, t in migrated chats will not work because the URL o mapped to the original target domain.
		Private one-to-one chats are migrated as group cl in the migrated chats are posted by the temporar
		Private one-to-one chats with a Skype user are no Microsoft Graph API List chat messages do not su messages of that type.
		Private one-to-one chats initiated by an external u another tenant) are not migrated. Private one-to-(initiated by an external user are migrated, and in t user's real name is replaced with the text "Externa
		Loop components in chats are not supported.
		Errors in chat migration will not be linked to a par chat always happens among multiple users. As a r will not be visible in Exported Error Logs since the per user.
		Chat application tabs are not migrated.
Code snippets	✗	

Which items are migrated

Which items are not migr

Teams

- Team order - Teams may be manually re

Conversations

- Tags.
- Likes & reactions.
- Links to files and meeting requests.
- Files previews.
- Hyperlink previews.
- Teams meeting invites in conversations.
- Calendar previews - Calendar is an attach attachments.
- Teams recordings.

E-mail Migration

- Co-existence
- Mail flow
- Calendar Federation
- E-mail Domain
- MX Backup

E-mail Migration

- Mailboxes
- Shared Mailboxes
- Rooms and Equipment
- Groups
- Meetings
- Mailbox Permissions and Delegations
- Public Folders

OneDrive and SharePoint

- Data & Versioning
- Document Check-in

- Issues with:
    - Custom settings

- SharePoint vs Teams

Microsoft Teams

- What can be migrated:
  - Teams data (files)
  - "Teams chat"
    - Team chat (conversations)
    - 1-1 chat

What about the End-users

- End User Communication

- Communicate the Plan:
  - When will they be migrated
  - How will it affect them
  - What tasks might be required by them before/after migration

- Clients and Mobile Phones
- Software reconfiguration
- Profile recreation
- How to communicate
- Frequency
- Responsibility
- Support

It's a journey

- Remember all the stakeholders in the entire Organization

- The migration journey contains:
  - Assessment
  - Planning and testing
  - Migration
  - End User Adoption
  - To succeed you need the business with you!

  - Planning and End-User communitation is KEY

Takeaways

- Assessment
- A good plan is the key to success
- End User Adoption and Communication
- Testing is essential
- Allow time to do pre-sync of data
- Organizational Stakeholders
- Migration is complex

- Use Microsoft or a Microsoft Partner

TIME FOR QUESTIONS

THANK YOU,
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