



KEY TAKEAWAYS FROM THE O365 - PEER INSIGHT ON EXCHANGE ONLINE

In the virtual roundtable, panelists and participants discussed their experiences and asked questions about migrating to and using Office 365 Exchange Online. Panelists experienced an easy conversion, satisfied users and have few to no outages. They obtained buy-in by highlighting the security of the cloud in a Microsoft environment, already using the cloud for a DMS, noting the disaster recovery cost for an on premise solution and/or as part of a package with Windows 10, new Surfaces and the ability to work anywhere. This takeaway document will assist you when converting to Exchange Online with lists things to know and things to do shared during the virtual roundtable.

THINGS TO KNOW FOR SET-UP AND MAINTENANCE

- Conversion is simpler with fewer third party add-ins.
- Panelists chose a hybrid model for flexibility to later add single sign-on.
- O365 works well with NetDocuments and iManage for email retention.
- O365 works well with InTune, Airwatch, and MobileIron for mobile device management.
- 50 GB mailbox/archive migration took 18 hours. Hit Microsoft limits, but not internet bandwidth limits.

THINGS TO DO

- Consider the number of mailboxes. Exchange Online charges per mailbox, not user.
- Map out migration groups by team or shared access needs.
- A higher quantity of mailbox *items* increases the migration time more than mailbox size.
- Request an increase in bandwidth from Microsoft to 2 GB/hour for migrating.
- Know how employees use Outlook. They want functions they always used but you did not know existed.
- Microsoft Add-ins will work if you build the add-ins in the REST API.
- If granting O365 licenses to users before conversion, re-do their set-ups to avoid syncing issues.

THINGS TO KNOW FOR TRAINING

- The search function in Office 365 required adjustment for users. Be prepared to support this.
- Floor support and training videos helped more than formal training.
- Train your IT team. Your team must know Powershell.
- Post-migration, some attorneys reported a slowdown in their work the first week.

THINGS TO DO

- Hire a consultant, if budget allows, to assist with the less well-documented migration steps.
- Send IT staff to training. This is a new environment on the administrative side.
- Buy a small O365 tenant for IT staff to “play with” and learn how things migrate.

THINGS TO KNOW FOR SECURITY AND GOVERNANCE

- Few clients have security concerns. Recent client audits have had no push back on Exchange Online.
- [Microsoft's Enterprise Mobility](#) offers mobility and security including advanced threat protection.
- Exchange Online support Mimecast journaling. Mimecast works for archiving.
- In case of a DDOS attack, a panelist will rely on Mimecast and expects Microsoft to fix the issue quickly.
- Moderators plan on using a migration plan for an exit strategy. A participant recommended backing up O365 data and restoring it into Exchange Online or exporting it to PST using a back-up solution. Veeam and CommVault perform O365 email backups.

THINGS TO DO

- Get a RBL blacklist monitor to avoid losing email access if O365 thinks your IP addresses are spamming.
- [MXToolbox](#) is a great tool to monitor your internet records. Monitor one domain for free.
- Read [“Manage EDiscovery Cases in the Office 365 Security & Compliance Center.”](#)
- Remind concerned parties that resources Microsoft applies to security outweigh a firm's capability.

THINGS TO KNOW ABOUT VENDOR SUPPORT

- Typically support is excellent. Response time and/or the level of support received varies.
- When you leave your number with support, leave the number where you know they can reach you at any time. If you miss the call, support will take much longer.

THINGS TO DO

- When negotiating enterprise agreement, ask your vendor representative for O365 licensing.
- Ask your representative about Enterprise Mobility Suite and pricing.
- If you hit Microsoft bandwidth limits, request an adjustment during migration.

PANELISTS

Josh Lazar, Director of Information Technology, Community Legal Services of Mid-Florida with 100 users and 150 mailboxes averaging 1 GB or less. This migration coincided with several project to move away from an aging and slow system. Josh chose a hybrid conversion and is using cache mode.

David Michel, Director of Technology Services, Broad and Cassel with 400 users and 4500 mailboxes with attorney mailbox size averaging 60 GB. David selected a hybrid conversion and is using cache mode. Broad and Cassel migrated last year. The whole process took about four months because Active Directory changes were needed prior to migration. As a NetDocuments shop, the firm did not have concerns about going to the cloud with Exchange Online.

Kevin Sullivan, Director of Technology, Cohen & Grigsby with 310 users and 350 mailboxes. His firm needed to migrate email from LotusNotes to Exchange in preparation for a Windows 10 upgrade. Kevin selected a hybrid conversion and is using Cache mode.



STAY TUNED FOR THE NEXT VIRTUAL ROUNDTABLE DISCUSSION ON EXCHANGE ONLINE COMING IN MAY 2017!