# Table of Contents

- **Migration Suite** .............................................. 2
- **Application Suites Comparison** ........................................ 3
- **SkyKick Application Suite** ........................................ 4
- **Migration Planner** .............................................. 5–14
  - Start .............................................................. 7
  - Customer Info ................................................. 8–9
  - Office 365 ...................................................... 10
  - Review Accounts ............................................ 11
  - End User ....................................................... 12
  - DNS ............................................................. 13
  - Final Review ................................................... 14
- **Migration sync** ................................................. 15–20
  - SkyKick Server Sync Technology ................................ 17
  - Server Sync: What SkyKick Migrates .......................... 18
  - Account Sync .................................................. 19
  - DNS Sync ...................................................... 20
- **Outlook Assistant** ............................................. 21–31
  - How Does Outlook Assistant Work? .......................... 23
  - Outlook Assistant Step 1–8 ................................... 24–31
- **MigrationManager** ............................................ 32–38
  - Alerts ............................................................ 34–35
  - MigrationTracker ............................................. 36
  - Manage .......................................................... 37
  - Monitor ........................................................... 38
- **Pricing & Project Profitability** ................................ 39
- **Support and Feedback** ....................................... 40

---

1
SkyKick’s white-labeled Migration Suite is an integrated set of four products that help you plan, move, set-up, and manage your customer’s migration to Office 365.
# Application Suites Comparison

Awesome data quality and time saving features for the times when your customer simply needs data migrated.

Complete SMB project automation for organizations between 1 and 250 seats.

Complete project automation for organizations with more complex migration scenario, such as staged migrations.

<table>
<thead>
<tr>
<th>SELL &amp; PLAN</th>
<th>Data Only</th>
<th>SMB App</th>
<th>Enterprise App</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automated Server Discovery</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Automated Mail System Discovery</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Fancy Mode</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Licensing Discovery &amp; Selection</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Migration Report Generation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Multi-Server/Multi-Protocol</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Staged Migrations</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>MIGRATION SYNC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account/User Provisioning</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Full Fidelity Server Data Sync</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Automated DNS Redelegation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>DESKTOP/SERVER</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outlook Assistant</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Exchange Assistant</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>MANAGEMENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Migration Manager</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>End User Communications</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Project Management App</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
SkyKick Application Suite

1. Migration Planner
   With just an email address and password, automatically discover your customer’s email environment and configure a migration plan that’s right for your customer.

2. Migration Sync
   Data automatically synced before, during and after migration cutover. Full fidelity sync technology ensures no data loss on final data sync post cutover. Account provisioning and DNS updates take place during Migration Sync.

3. Outlook Assistant
   The Outlook Assistant performs desktop readiness and remediation, configures Outlook to work with Office 365, moves local data as required, and recreates the user’s previous Outlook experience as closely as possible post-migration.

4. Migration Manager
   The Migration Manager provides you and your team a single place to easily track, monitor the status and take action on your In Progress, Saved and Completed projects.
Enter your customer’s email address and the automated discovery service will start.

Provide password of active mailbox. SkyKick discovers source server and validates connectivity.

Choose if you’d like SkyKick to provision a new O365 tenant, or provide credentials to an existing one.

Review on-demand discovery of email system and configure migration plan.

Make end-user experience seamless by choosing from recommended communication and password collection options.

Select option for zero-downtime DNS move: Full Automation, Partial, or Self-Service.

Review order details, confirm migration date, and “Place Order”.
Enter an email address of any user on the primary business domain, and SkyKick will discover key information about the customer’s environment to help you sell and plan the migration project.

What information do I need in the Migration Planner?

- Any active user’s email address and password on their current system.
- Office 365 credentials (only if customer already has an Office 365 account)
- Domain Registrar credentials (optional)

Will anything I do in the Migration Planner affect my customer’s email system?

- No. There will be no impact to the customer’s source environment while using the Migration Planner.

Need more help?

- Click “Help” next to your name at the top of each step for answers to specific FAQ’s
- SkyKick supports partners 24 x 5 via email and phone support.
Provide basic information about your customer so you can save your progress and return at your convenience.

What does “Email Provider” mean?
SkyKick automatically detects the customer’s current email service. “Self / Co-Located” indicates that their current email server likely resides on premise rather than hosted online.

What are the basic requirements for migration?
Typically, any email system which allows email users to access their email remotely via webmail.

Why does SkyKick need the customer’s information?
This information is being used to help you track the project once it is underway. Your progress is saved so you can pick up where you left off.

Will this person be notified when I click “Next Step”? 
No. The company being migrated will not receive any communications until the order is placed after “Final Review”.

What is happening in the “Source Email System” step?
Enter Password for any active (non-test) user on any mail system. The Migration Planner will automatically verify source server connectivity and then discover the email infrastructure. The source system will be unaffected when you hit “Connect” or “Next Step”.
Once a connection has been made, the SMB Planner shows you additional information about the source server. This allows you to check to ensure that the connection was made as expected and is using the expected protocol.

What is a ‘URI’, and how do I find it?

In most cases, SkyKick automatically discovers this address. A URI is a “Uniform Resource Identifier”. It is a unique address for a server, page or endpoint. For the purposes of a migration, the URI is the connection point which the SkyKick application will use to access mailbox data from the source email server.

What are good steps for troubleshooting connection, if necessary?

- Entering in server information is not required in most situations.
- To troubleshoot, verify the credentials successfully log in to a mailbox at the customer’s source.
- If this person’s username is different than the email address, click “Show Settings” and type the exact login username.
- In “Show Settings”, you can also manually provide connection settings to the source server (if needed).
Choose to either provide a pre-existing destination Office 365 tenant, or have SkyKick provision one from scratch.

If I have a pre-existing O365 tenant, what O365 credentials do I provide?
Global admin credentials are required. Credentials are only required if the customer has an Office 365 account already provisioned as a destination for the migration, such as with Microsoft Open, EA, or Office 365 trial.

Can existing O365 admin credentials be provided later?
Yes. You can proceed through the next steps of the web planner and return to this step prior to placing order on “Final Review” step.

Will SkyKick buy more licenses if they are already procured through Microsoft?
No, SkyKick will detect and use any Office 365 Licenses already present in the destination Office 365 tenant. Alternatively, SkyKick can automatically purchase the correct licenses on your behalf.

What is an O365 “tenant domain”?
An Office 365 “Tenant Domain” is a free internal domain that Microsoft provides which is unique to each O365 account. It follows the format of tenantname.onmicrosoft.com. Microsoft will not allow an Office 365 tenant domain to be used if it is already taken. SkyKick checks tenant domain availability against Microsoft's database.

Note: The tenant domain is visible to users inside the organization who are licensed with SharePoint and cannot be changed, so it is important to confirm this detail early in the planning process.
SkyKick displays the mail system architecture and details that have been automatically discovered.

Overview

The Review Accounts step is one of the key planning phases where you and your customer can compare licenses, add and remove users, and customize your migration.

1. Licensing: Select the appropriate licenses in context of the users
2. Add or remove users, aliases, and DG’s
3. Public Folder & Shared Mailbox memberships: Add/Edit access info
4. Fancy mode: Configure advanced email migration operations by separating mail routing from data migration
5. Bulk Fancy Mode: Select large numbers of users to change domains, email username format and other actions across many users in one acti
6. Additional Information in the Learning Center

What’s a Migration Date?

The Migration Date is the day and time the mail flow will switch to Office 365 and the end users will begin using Office 365. This is commonly known as the “Cutover Date”. Staged migrations are also available in the Enterprise Web Planner. The Migration Date can be changed at any time.

Can I import/export users via Excel?

An export of the migration plan is available on the “Final Review” step. Import of information into the Web Planner is not supported due to the breadth of migration options available.

What do SkyKick migration fees apply to?

Migration fees apply to any entity where email data is being migrated to Office 365 including Mailboxes, top-level Public Folders and Shared Mailboxes.
Select when and how you want to communicate with end-users about the upcoming migration.

**Standard**

- **Recommended Migration:** The user will download the Outlook Assistant via a simple automated communications and secure URL web form.
- **End Users:** Provide email credentials to initiate the migration.

**Hands-Free**

- **Recommended Migration:** Access to source mailboxes is facilitated by Source-Side Impersonation and the Outlook Assistant is deployed via centralized MSI deployment technology such as Group Policy or Windows Intune.

In the “End User” step SkyKick will present one of two paths which are available based on your customer’s environment:

1. **Standard SkyKick Migration:** End users provide email credentials for migration and download the Outlook Assistant via simple automated communications and secure URL web form.

2. **Hands-Free Migration:** No end-user action required. For environments that have the Password Sync feature of DirSync and Source-Side Impersonation enabled. Access to source mailboxes is facilitated by Source-Side Impersonation and the Outlook Assistant is deployed via centralized MSI deployment technology such as Group Policy or Windows Intune.
SkyKick has 3 different DNS options to suit your customers’ needs.

How does SkyKick’s DNS automation work?

In this planning step, choose from 3 DNS options.

- Fully Automated
- Partially Automated
- Manual

If you’re choosing an option which involves Skykick automation, SkyKick’s technology ensures that no DNS services are affected in the course of the migration project.

The Manual option will generate instructions for you to make the requisite DNS changes at appropriate times.

Click the “Help” link at the top of the Migration Planner for useful information and FAQs about each step.
Can I still edit my migration plan?

Absolutely. Click on a previous step and you can make the appropriate changes. Alternatively, even after clicking “Place Order”, you can make changes to your migration plan up to 4 hours prior to the Migration Date.

What happens after clicking “Place Order”?

Once you click “Place Order” the migration project will begin. Depending on how you have configured the migration this may include creating the O365 tenant, creating mailboxes and purchasing or assigning O365 plans, emailing end users, and beginning to migrate data.

You will have access to the Migration Tracker where you have the control to monitor progress and make changes to the migration plan up to 4 hours prior to the Migration Date.

A technical description of the Migration Process can be found here, or for answers to more Frequently Asked Questions visit the Learning Center.

Whose billing information is required on this step?

If you’ve indicated you’d like SkyKick to provision Office 365 licenses in the “Office 365” step, you will be prompted to enter your customer’s billing information. This will be used to create the O365 tenant account and set up Office 365 license subscriptions with Microsoft under the Advisor model. You the partner will receive POR fees for all O365 licenses provisioned by SkyKick automation.

Note: If you provided credentials to an Office 365 account (Open, EA, etc), then you will not be prompted for customer billing info.
Migration Sync provisions the Office 365 account and assigns licenses to users according to the migration plan created in the Web Planner. It even assigns POR and Delegated Admin access.

SkyKick syncs the data before, during, and after the cutover date virtually eliminating data migration risks and ensuring a fast, flexible, and easy migration.

DNS Sync manages the Office 365 domain redelegation process, accelerates the DNS propagation across the Internet, and is optimized to ensure zero downtime. If required, you can perform the DNS changes manually at the system-selected times within the DNS settings page.
Without SkyKick data migration tools can offer a series of migration passes which can be time consuming to manage and result in data loss for end users.

SkyKick's Server Sync Technology is a ensures uniform data flow by automating the entire process into one action.

**Without Skykick**
- Initial Migration Pass
- Initial Migration Pass 2
- Initial Migration Pass 3
- Final Pass

**SkyKick**
- Automated full-fidelity data sync - pre and post cutover

**Comprehensive**
- All data types (email, calendar, contacts, aliases, DGs, etc.)
- Data can be moved across all settings to O365 (POP3, IMAP, Google, SBS, Exchange etc.)
- Email Integrity: Email flags, categories, folders
- Calendar Fidelity: meeting invites, attendee status

**Low Effort**
- Low Effort
- Fully automated
- Self healing technology adapts to server health to reduces errors and issues
- Lightning fast to reduce overall migration time
- Manual throttling for partner control
- 100% web-based

**Safe**
- Allows you to move all the data before the cutover, reducing risk
- Architectured to ensure high levels of data security
- Server throttling reduces impact on source server network
- Data is encrypted and migrated via TLS
- Data is never stored on SkyKick servers

**Customer Focused**
- Hands-free technology enables a full migration with just one, master credential. Individual end-user credentials are not required, even for Outlook reconfiguration.
- Highest data fidelity reduces end user frustration
- No lost emails - sweep sync to check source mailbox every hour for 48 hours post migration
SkyKick can move data from virtually any on-premise or hosted POP3/IMAP/Exchange email system. Combined with depth of content, data, and settings moved, SkyKick offers one of the most comprehensive migration solutions on the market.

Our Server Sync and Outlook Assistant products work together to move customer data and settings seamlessly. Please refer to the chart to see how we move different data types.

SkyKick supports migrations from Lotus Notes, GroupWise, or Zimbra on a case-by-case basis. Please call SkyKick to learn more.

### What We Migrate

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Calendar</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Contacts</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Tasks</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Data (journal)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Alias/Distribution Group</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Public Folders (limited)</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Public Folder Permissions</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Shared Mailbox</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Massive Mailboxes (10GB+)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Email Flags</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Email Categories</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Folder and Calendar Permissions</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mailbox Full Access Permission</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Meeting Invite Integrity/Status</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Outlook Profile</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Attach Additional Offline PSTs</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Address Autocomplete</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Signature Block</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

SkyKick supports migrations from Lotus Notes, GroupWise, or Zimbra on a case-by-case basis. Please call SkyKick to learn more.
Office 365

Overview

• Automatically setup and provision Office 365 tenant
• Provision licensed users, mailboxes, aliases, distribution groups, domains, shared mailboxes, and any advanced configurations
• Configures Display Names the way end users want
• Mailboxes provisioned in advance and automatically activated on-domain. Allows pre-migration of data and other preparatory measures.
• Ability to specify all email addresses to follow same format. ie first.last@domain.com.

1. If my customer’s Office 365 mailboxes are already created and licensed, does SkyKick detect them?
   Yes, SkyKick’s technology was designed to provision O365 from scratch, or to pick up where you left off.

2. Does SkyKick provision trial licenses in Office 365?
   SkyKick no longer provisions trial licenses for customers for several reasons which adversely impact the customer. If E3 trial licenses already are available in the tenant, and you’ve indicated in the SkyKick web planner that those mailboxes are using E3, SkyKick will use the existing trial licenses on the appropriate users.

3. Can we wait until the final cutover to have SkyKick procure and assign the O365 licenses?
   No. To ensure a safe transition, SkyKick provisions mailboxes completely as soon as possible to avoid complications around provisioning delays. Additionally, licenses are required to pre-migrate settings & data into the O365 mailboxes.
DNS Sync

What is DNS Sync?
DNS Sync automates and manages the Office 365 domain redelegation process, accelerates the DNS propagation across the internet, has imbedded QA, and is optimized to ensure zero email downtime.

How much downtime is there for DNS related services such as email and website hosting?
With DNS sync, there is zero downtime.

How does full or partially automated DNS Sync work?
- Redelegation of the vanity domain to Office 365: Automation adds the .txt record that Microsoft provides to prove ownership of the domain and associate the domain to O365.
- Automated Timely Cutover: SkyKick technology handles the change of MX record switches mail flow to Office 365 at the perfect time coordinated with the Outlook Assistant, automated end-user communications, and the Final Sync of data.

Note: The Manual option will generate instructions for you to make the required DNS changes at appropriate times.

Does SkyKick automatically provision Lync records?
Yes. If your migration plan includes any users who are licensed for Lync, SkyKick will add/ change Lync DNS records as appropriate. SkyKick also sets the domain intent within Office 365 so Lync is properly enabled.

For Fully and Partially automated scenarios
- Auto detect & confirm current DNS settings
- Pre-populate customer’s current DNS values within SkyKick’s Name Servers
- Automatically point the customer’s authoritative registrar Name Servers to SkyKick Name Servers
- DNS Sync accelerates DNS caching across the Internet
- Automates DNS changes
- Optimized for precise and timely changes to ensure zero email downtime
Outlook Assistant

1. Migration Planner
2. Migration Sync
3. Outlook Assistant
4. Migration Manager
Outlook Assistant

Key Features

- Desktop readiness / remediation
- Hands-free
- Profile creation
- PST re-attach
- Autocomplete migration/remediation
- Local settings
- Overnight data sync / bandwidth efficient
- Partner monitoring / Alerts
- Group deploy or end-user install
- 32-bit/64-bit check and auto-upgrade

Pre-Migration

- Verifies Office version and Operating System are healthy and compatible with Office 365
- Patches Outlook to ensure connection to Office 365
- Pre-Creates a new Outlook Profile which will connect to O365 at the migration date and time.
- Pre-Checks connection between new profile and Office 365, displaying any problems as an Alert in your SkyKick Portal.
- Migrates & repairs NK2/X500/Autocomplete values.
- Re-attaches any other offline .pst files from the old Outlook profile.
- At migration, switches the default Outlook Profile to the new one, and connects it to Office 365.
How Does Outlook Assistant Work?

1. **Password Collection**
   - **User** receives email communication to enter current username and password (secure user-specific URL)
   - **Partner** provides admin password with Source-Side Impersonation rights to all source mailboxes. Available for Exchange and Google sources.

2. **Install**
   - **User** downloads, installs Outlook Assistant and signs in using the current email and password.
   - **Partner** installs the Outlook Assistant via MSI (e.g. Group Policy). No end-user involvement required to install or login.

3. **Desktop Readiness**
   - **OA** scans the desktop for updates, patches and performs a “dress rehearsal” prior to the migration.

4. **Switch to O365**
   - **OA** automatically switches Outlook profile, connects to O365, copies local data and settings.

**Standard**

- **Hands-free** (No end-user involvement)
Partners often coordinate a quick “heads up” email to all users on the migration plan prior to this first automated communication.

Can these automated communications be customized?
Coming soon! Until then, these emails are branded with the Logo you’ve uploaded in your SkyKick Portal, and are written as if the email is from you.

Is the automated communication really effective for end-users?
Yes. These communication were written not just by Skykick, but also edited over time with feedback & suggestions from thousands of partners and their customers. As a result, Click-through success rate is typically over 75% within the first 48 hours of a migration project.

What if users don’t need OA?
No problem. If you’ve indicated in the Web Planner that you would not like to offer OA to any of the users, when they click “Start”, they will be taken to a landing page which does not mention or offer download of OA.
Outlook Assistant Step 2: Standard Only

The end-user provides basic information like Username and Password

What if users don’t know their password?
Remember you have full visibility on which users have not successfully submitted their passwords. You can assist them in doing so, or alternatively, many partners will reset the user’s source password and submit it themselves via the SkyKick Portal.
The end-user is prompted to install OA which is then available in the System Tray.

How big is the download?
OA is about 20MB, and should take under 10 seconds to download.

Can users download OA on multiple machines?
Absolutely, no additional fees apply.

What happens if end user has not download OA in time for the migration?
Users can download OA even post-migration to have Outlook reconfigured. Also all the end users receive an email prior to the cutover instructing them how to check webmail in Office 365. So if OA is not an option for them, they know how to access their email via OWA. Remember, in most cases OA configures Outlook, but Server Sync migrates the core email data. More Info
Outlook Assistant Step 4: Standard Only

The end-user re-confirms email credentials locally on their device.

Why does OA require the user’s password if the user just provided it?
The OA download is generic and available to everyone in the migration project. The password is provided in order for the user to prove that this is their computer.

Is OA white-label available?
OA is un-branded for the time being. Users do not see the word “SkyKick”.

What are the requirements for OA?
• Outlook 2007-2013 on Windows (no thin clients or terminal servers).
• Must have .Net Framework 4.0 (or newer) FULLY installed before downloading OA.
• Local Administrator rights are required to download and install OA.
Users with more than one Outlook Profile select which one is primary.

Can SkyKick automatically detect the default profile?
Yes. OA has built-in logic to avoid prompting the user for which Profile they’d like to copy settings from. Approximately 15% of all users migrated with SkyKick receive this prompt.

Why does the user have to indicate which profile they use?
OA will create a brand new profile which will become the default profile at the migration time. In addition to data migrated via Server Sync, OA will supplement that migration by migrating other data and settings which reside exclusively on the machine. Refer to What We Migrate chart for more information.
The Assistant will then minimize and wait for the Migration Date.
Outlook Assistant Step 7: Standard and Hands-Free

On the Migration Date, the Assistant will pop up. Outlook will automatically restart, and users will be using email powered by Office 365.

User only sees this if they’re at their computer.
The assistant will confirm migration success for each user. Each user will receive a final email with specific instructions on how to configure their mobile devices with their new O365 credentials.
Although the application does the heavy lifting, it’s not set and forget. The Migration Manager is your “command center” for you migration projects. The Migration Manager provides you and your team a single place to PROACTIVELY track, monitor the status and make changes to your project to ensure a smooth and successful project.

**ALERTS**
Real-time notifications of the things you need to know and take action on.

**MIGRATION TRACKER**
Status overview of the key project phases and stats.

**MANAGE**
Manage the customer’s migration date, add/modify/delete email accounts, aliases, DGs, Shared Mailboxes, Public Folders.

**MONITOR**
Monitor the status of your project and generate reports on-demand
The Alert feature notifies you in real time when SkyKick discovers information you should be aware of, either advisory or critical level.

This allows you to be prepared for anything well in advance of the migration date.

Quickly read, take action, or archive a single alert or auto-archive all similar alerts with the same issue.

Alerts are accessible via the Dashboard, Alerts Page, Project Overview Page, Email Account Page, and User Detail page.

### Migration Manager

#### Migration Alerts

**Global Co** (1 alert)  
- Credentials required for Public Folder: Space Objects (5)  
  - Critical  
  - 4/3/15

**ACME Insurance** (2 alerts)  
- Insufficient Office 365 Licenses for ACME Insurance  
  - Critical  
  - 4/3/15

- Verify DNS and Change Name Servers for acme.com  
  - 4/3/15

- Important information about Staged Migration for ACME Insurance  
  - 4/3/15
The information on the Alerts Page includes:

- The status icon for each alert indicating issue severity
  - Critical (Red) - issues can block the migration and put it on hold
  - Advisory (Yellow) - issues for your information only
  - Click on the Alert Title to see a detailed description of the issue

The Actions column lets you take action on the alert:

- **Complete Alert** - When you complete an alert you are notifying the system that the situation has been resolved.
- **Archive Alert** - When you Archive an Alert you are notifying the system that the situation should be ignored.
- **Auto-Archive Alert** - When you Auto-Archive an Alert you are notifying the system to Archive all Alerts of the same type, now and in the future alerts for this project only.
- **Email Alert** - Send a notification to someone to follow-up or take action.
- **Do nothing** - the Alert will remain in Active Status and be visible throughout the Migration Manager as a reminder to take action.

Note: If you accidentally take the wrong action, you can Undo that Action in the Status Notification Area at the top of the page.
Migration Dashboard & Tracker

Status overview of the key project phases and stats

The Dashboard is your home page that gives you a quick summary view of all of your In Progress projects including Alerts, Migration Tracker and Activities.

The Migration tracker has two types of information:

1. Color coded icons which summarize the status of that stage
2. A count of the total accounts involved in each stage and the number which are complete. You can click on the counts to see a detailed view of which mailboxes are not yet complete

Column Definitions

O365 Setup: indicates the status of tenant and mailboxes provisioning.

Password: Shows how many source mailboxes SkyKick has access to

OA Status: The number of end-users who have successfully installed OA.

Sync: AKA “Initial Sync”. This is a pre-migration of data into Office 365.

DNS: Indicates if DNS preparations are on-track.

Final Sync: AKA “Migration Date”, is when mail flow is switched over to Office 365.
Toggling “Plan” in the top right of the Email Accounts tab will allow you to make changes to the migration.

On this screen, you have control over the project to make changes that were available in the Migration Planner:

- Manage the customer’s migration date
- Add/modify/delete email accounts
- Edit Aliases, Distribution Groups
- Adjust Shared Mailboxes & Public Folders access
- Change domains and email address format org-wide. (e.g. firstname.L@, f.lastname@, etc)

Please note: Making these changes can have ripple effects on other areas of the migration. For safety reasons, there is a deliberate delay between making changes in this interface and SkyKick’s workflow initializing to make the change within Office 365.

Can I change Office 365 licenses?

Not editable at this step because the other licenses may need to be cancelled, and Microsoft requires that the Partner of Record call Microsoft to request this.
Monitor your order status with real-time progress updates on individual mailboxes, public folders, shared mailboxes, distribution groups and domains.

### Individual Mailboxes

<table>
<thead>
<tr>
<th>Mailbox Address</th>
<th>Source Access</th>
<th>SKOA Status</th>
<th>Initial Sync %</th>
<th>Final Sync %</th>
<th>SKOA Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:asterling@skykickdemo.com">asterling@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:bill@skykickdemo.com">bill@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:cmoree@skykickdemo.com">cmoree@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:erich@skykickdemo.com">erich@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>76</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:kelly@skykickdemo.com">kelly@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>34</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:psloan@skykickdemo.com">psloan@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:rogersterling@skykickdemo.com">rogersterling@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:timd@skykickdemo.com">timd@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:todd@skykickdemo.com">todd@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>92</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:trent@skykickdemo.com">trent@skykickdemo.com</a></td>
<td></td>
<td></td>
<td>100</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Source Access** – Validate if the credentials used help access source mailbox and move source server mailbox data to Office 365.

Note: if a user is out of the office before or during a migration and cannot provide their password information, it will not delay the rest of the organization’s migration. The last email in this user’s mailbox will let them know their company has changed email system, and instruct them to simply provide their credentials and an on-demand migration will begin immediately.

**Outlook Assistant Download (Y/N)** - Indicates if Outlook Assistant was downloaded, installed, and signed-in to. OA installs are important to track, as it reduces support calls for you, reduces company impact for the POC, and provides the best experience for end users.

**Sync Status (%)** - This will indicate how much of server side data has synced to Office 365 prior to the migration date. If a user’s mailbox is not 100% (e.g. late password), Server Sync will ensure the final sync gets 100% at migration time. Note: The maximum number of concurrent migrations defaults at 8 and is adjustable.

**Final Sync Status (%)** - This will indicate how much of final server side data we have synced to Office 365 after the migration date. Includes the mailbox “True Up” step.

**SKOA Complete** - The number of computers with Outlook Assistant that have had local settings migrated and are successfully connected to Office 365.
Pricing & Project Profitability

SkyKick pricing is a per mailbox charge and is designed to increase your project profitability.

- White labeled. Bill your customer for the migration project on your terms.
- 100% through partner. Typically partners do not resell SkyKick, but use SkyKick to reduce labor costs, increase migration project efficiency, and grow profitability.
- No Risk. It’s free to use all components of Migration Suite. SkyKick does not charge until after the cutover to Office 365. Projects can be cancelled at any time prior to MX record flip.

Example (US List Pricing Shown)

**How much does SkyKick Migration Suite cost?**

On a per-project basis, $50 for first 50 mailboxes and $30 above 50 mailboxes (Additional discounts are available through Disti)

**How much should I charge customers for migrations where we use SkyKick?**

Typically, we see partners pricing $100 - $200 per mailbox for deals under 50 seats and $80 - $120 per mailbox for 100 mailbox deals.

**How much time should I budget?**

Partners typically save 90% of effort. First few migrations 4-5 hours; Seasoned partners tell us good rule of thumb is 2 hrs or less per 25 seats.

**How much does SkyKick Data-Only cost?**

$10 through disti ($12 for non-disti affiliation)
Support and Feedback

SkyKick Support

- 24/5 support phone support included with registering as a SkyKick Partner
- All support technicians are experienced Migration Specialists
- Support is 100% staffed within our Seattle-HQ office

Support@SkyKick.com or +1 (206) 201-1194

Additional information can be found in the Learning Center

Please respond to the survey once you are done with the migration. We value your feedback!