

Content Migration to Office 365 SharePoint

G-Cloud 14: Service Definition Document

Published: May 2024

1. Service objectives

Unlock the benefits of SharePoint on Office 365 and remove the cost of your on-premises or SharePoint Dedicated infrastructure with the SharePoint Content Migration to Office 365 Offering. We can completely migrate your existing SharePoint 2010, 2013, 2016 environments to Office 365, even if they contain code, workflows, forms, visual customisations, publishing and other hard-to-migrate features. We use best-in-class partner products integrated with custom Microsoft Industry Solutions tooling and processes to achieve a high-fidelity migration with minimum site owner and end-user disruption.

2. Overview of work performed

Typical approach to project delivery:

- We analyse your current sites to determine likely candidates for deletion or sunset – by looking at visits, frequency of use, type and quantity of content.
- Telemetry gathered will assist you in deciding which data to migrate and which to remove, prioritise the order of migrations and important flag sites for special attention.
- Site Owners receive personalised communications informing them of the migration process and giving warning of any anomalies and extra checks they should perform.
- 'High impact sites' – normally the top 2% of sites by complexity or customisation – intranets etc. – receive customised consulting directly with the Site Owner.
- Sites are pre-migrated in the background without impacting users.
- Sites are 'cut over' to Office 365 and the existing site is made read-only. A banner redirects users to their new site.
- Our remediation team respond quickly to Site Owner queries and issues and provide self-help resources.

3. Inputs/pre-requisites

You need to have an existing Office 365 tenant configured to host the migrated content. You need to publish (multiple secure options can be discussed) your existing SharePoint environment so content is available to the Microsoft UK-based migration team.

4. Service outcomes

At the end of the content assessment, you will have clarity on the scale and type of data stored in your existing environment, how it is used and by whom. You will have the necessary telemetry to make informed decisions about what data to migrate; what data to archive and what to destroy.

At the end of the programme of work, your legacy SharePoint content will be migrated to your Office 365 instance and users will have received communications and support during the transition. You will be able to remove your legacy environment.

Programme and project management provided by Microsoft Industry Solutions will analyse current usage; manage all end-user communications and respond to post-migration problems raised directly from users – freeing your helpdesk and delivery teams to concentrate on your existing programme of work.

Avoid network bandwidth issues with background, incremental migrations outside of business hours and a final cut-over migration at a mutually agreed time to respect business priorities – scheduled to individual SharePoint site level.

5. Additional information on Service Features

- Full programme management
- Identification of site ownership and usage
- Fully managed end-user communications
- Fix-up for identity changes and rebranding
- Consultancy intervention when required
- Remediation support and service desk
- Ability to use onshore or offshore migration factories

6. Additional information on Service Benefits

- Get clarity on the scale and type of data stored in your legacy systems and how it is used
- Reduce cost by eliminating existing legacy on-premises SharePoint environments – close down and decommission 2007, 2010 and 2013 estates
- Reduce administrative overhead, maintenance and troubleshooting in your legacy solutions by re-hosting on the Office 365 managed environment
- Allow users easier and more mobile access to data via the Office 365 cloud, to benefit from secure anywhere working
- Full programme management by Microsoft will minimise end-user disruption and free up helpdesk and support staff to focus on other priorities

7. Why Microsoft Industry Solutions

Advanced technology is only useful if it helps you succeed, which is why we're focussed on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Industry Solutions are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

World Class Expertise: We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

Connection with Microsoft Product Groups: At any stage of the design or implementation process, Microsoft Industry Solutions can connect with specific Product Groups and technical communities at the heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

Distinctive Intellectual Property (IP): Microsoft Industry Solutions can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

Strong Customer Relationships: We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

A Relentless Focus on Driving Customer Impact: Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.