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Microsoft 365 to Google Workspace Migration Services

G-Cloud | Service Definition and Pricing Document



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Service Overview

This service provides professional support to migrate from Microsoft 365 to Google Workspace. Migrations can be delivered as full, phased or partial adoption with coexistence. The approach is informed by persona-based analysis to minimise risk, maintain service continuity and support effective user adoption.

Features

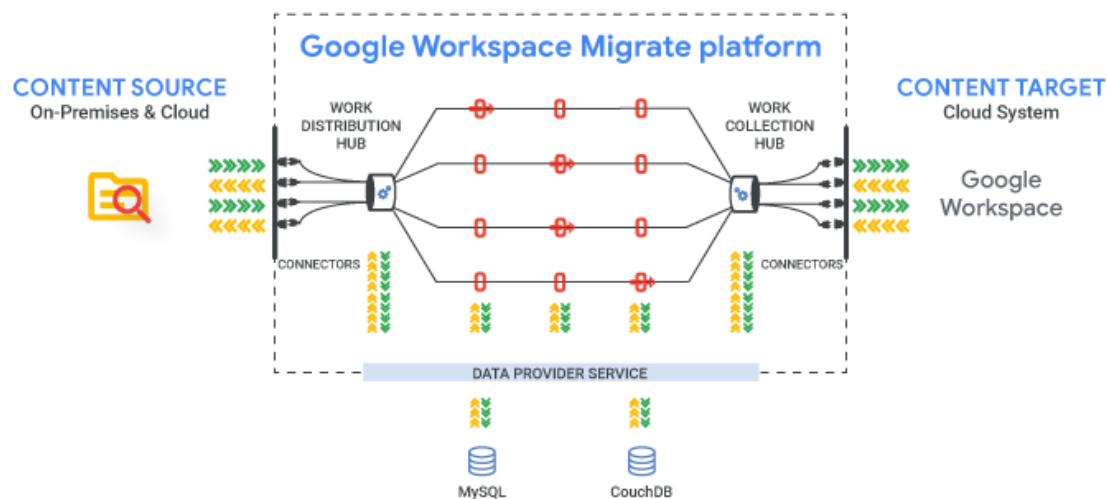
- End to End Microsoft 365 to Google Workspace migration
- Phased migration delivery, reducing operational risk
- partial adoption and coexistence support options
- Persona based usage analysis
- Migration planning and readiness assessment
- Data migration pilot and execution
- change management and adoption support and communications
- migration validation and quality assurance
- Knowledge transfer and handover
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Benefits

- Reduce migration risk while pursuing cost savings and improvements
- Flexible migration options, adapt goals based on assessment and environment
- Coexistence option for business continuity during transition
- Secure and compliant data handling
- Realisation of Google Workspace benefits sooner
- Reduce project timescales and internal resource burden
- Scalable for all organisation sizes
- Outcome focused delivery

Service Scope

This Service Definition describes a fully managed Google Workspace Migration Service designed for UK public-sector organisations and compliant with G-Cloud 15 requirements. The service provides discovery, planning, migration, coexistence setup, change management, cutover, and post-migration hypercare support.



- Included:
 - Google Workspace tenant setup and secure configuration
 - Identity integration (SAML, Cloud Identity, Azure AD)
 - Mail, calendar, contacts migration
 - File & Drive data migration
 - Google Vault configuration
 - Coexistence setup
 - Pilot, cutover, hypercare
- Optional Add-Ons:
 - Chromebook/endpoint configuration
 - Zero-trust & advanced security setup
 - Backup and DLP configuration

Deliverables

- Migration Readiness Assessment
- High-level and detailed migration plans
- Secure Workspace configuration
- User migration batches and reporting
- Cutover runbooks
- Hypercare support and handover documentation

Technical Approach

The migration follows structured phases:

- Discovery and readiness assessment
- Secure tenant and identity setup
- Migration batching and pilot
- Coexistence configuration
- Cutover execution
- Hypercare and stabilisation
- All migrations use approved and secure tooling such as Google Workspace Migrate or accredited third-party tools when required.

Security & Compliance

- The service is designed for up to OFFICIAL workloads and aligns with NCSC Cloud Security Principles.
- Key controls include MFA enforcement, access logging, least-privilege admin model, encryption in transit and at rest, and UK/EU regional data residency support where applicable.

Onboarding

- Onboarding includes an initial readiness assessment, tenant configuration, identity integration, pilot migrations, communication planning, and approval of migration waves.

Offboarding

- Offboarding includes complete data extraction support (MBOX/PST/Drive/Vault exports), documentation handover, removal of access, and secure data handling

Pricing Model

Pricing is transparent and follows either a Time and Materials, per-user or per-GB model, with optional fixed-price discovery. The example ranges for per-user or per GB models are indicative, but subject to revision based on specific customer requirements. These will be identified in a no cost service Workshop, which will drive the contract or SOW values.

- Example ranges (indicative only):
- Mailbox migration: £18–£40/user
- Full user (mail + Drive): £80–£180/user
- File server migration: £50–£120 per 100GB
- Discovery phase: £6,000 - £15,000

Time and Materials day rates are published in the G-Cloud rate card below, on a Time and Materials basis, and quoted in a detailed Statement of Work. Maximum G-Cloud day-rates are shown,

specific services may use lower rates due to economies of scale, service discounts or locations

	Strategy and Architecture	Business Change	Solutions Development and Implementation	Service management	Procurement and Management Support	Client Interface
1. Follow	£450	£450	£450	£400	£450	£450
2. Assist	£600	£600	£600	£550	£600	£600
3. Apply	£725	£725	£725	£675	£725	£725
4. Enable	£800	£800	£800	£725	£800	£800
5. Ensure / Advise	£950	£950	£950	£800	£950	£950
6. Initiate/ Influence	£1,100	£1,100	£1,100	£900	£1,100	£1,100
7. Set Strategy and Inspire	£1,250	£1,250	£1,250	£1,000	£1,250	£1,250

Customer Responsibilities

- Provide access to source systems and DNS
- Identify an internal migration lead
- Communicate migration timelines to users
- Support UAT and approve migration waves

Dependencies & Assumptions

- Source systems must be accessible
- Adequate bandwidth must be available
- Legacy system constraints disclosed in advance
- Users available for testing

Termination & Data Extraction

- Customers may terminate via standard G-Cloud terms.
- Data export assistance is provided to ensure no vendor lock-in.

Exit Costs

Provided that the services terminate at the end of an agreed term, in line with the terms and conditions, there are no specific exit costs.

Contact Details

Questions related to minimum order values, design and implementation costs and other technical questions related to the Service should be addressed to:

operations@apptechology.co.uk

Or alternatively contact Martin Sweeney at: 28th Floor, the Gherkin 30 St Mary Axe City of London EC3A 8BF Tel: +44 207 469 4053

About APPtechnology

APPtechnology is a leader in digital transformation services, covering project and BAU delivery for large organisations in the UK, Europe and Globally.

We supply flexible teams specialising in Modern Workspace delivery, covering Endpoint Management, Security, Data protection, End User Experience management and technology migrations. We also provide and support delivery of technology solutions covering Legacy application management, and Compliance automation for NIS, ISO, CIMA, DORA and HIPPA Frameworks.



Entirely managed from the UK, we bring experienced governance to all statement of work based delivery, incorporating measurable performance metrics and results analysis in our regular reporting. Where qualified resource supply only is requested we provide models for inside and outside of IR35 payroll, as appropriate to the role and delivery method.

We supply G-Cloud services to the largest (96,000 users) and the smallest local and central government departments and NHS accounts.

