

Morae Migrate

Service Definition Document

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1. SERVICE OVERVIEW

Morae Migrate (previously Gimmel Migrate) is a cloud-based data migration management service designed to support the controlled, auditable movement of information between repositories.

The service enables organisations to plan, analyse, and execute migrations while maintaining visibility, traceability, and governance throughout the process. It is typically used to support migrations to modern collaboration platforms, consolidation of legacy systems, or transitions driven by compliance, cost reduction, or platform change.

Morae Migrate is focused on managed execution and governance of migration activity, rather than ad hoc file transfer. The service can be used independently or alongside discovery, records management, and information governance services delivered under separate engagements.

2. PRODUCT CAPABILITIES

The service provides the following core capabilities:

- Planning and execution of data migrations between supported repositories
- Pre-migration analysis to support scope definition and risk management
- Mapping and transformation of metadata during migration
- Controlled migration workflows with progress tracking and reporting
- Error handling, logging, and validation of migrated content
- Audit and reporting features to evidence migration outcomes
- Support for large-scale and repeatable migration activities

The service focuses on controlled, repeatable, and auditable migration, rather than one-off data movement.

3. DEPLOYMENT AND OPERATION

Morae Migrate is delivered as a multi-tenant SaaS platform hosted in the public cloud, with logical separation between customer environments.

Customers access the service via a secure web interface. No client-side software installation is required. Migration activities are executed based on configuration and access provided by the customer to source and target repositories.

The platform leverages the resilience, monitoring, and recovery capabilities of the underlying cloud infrastructure. Operational management of the platform is handled by the software provider.

4. CONFIGURATION AND CUSTOMISATION

The service is configured through administrative settings rather than bespoke development.

Customers can configure migration scope, source and target mappings, metadata handling rules, workflows, schedules, and reporting within defined parameters. The core platform is not custom-built per customer, and no custom code is required for standard operation.

This configuration approach supports predictable and repeatable migration outcomes.

5. ONBOARDING AND USE

Customers typically begin by defining migration objectives, identifying source and target repositories, and confirming scope and sequencing.

Onboarding focuses on validating access, configuration, and migration rules before execution. Time to initial operational use varies depending on data volumes, repository complexity, and readiness of the target environment.

Optional onboarding assistance, migration planning support, and advisory services are available under separate Cloud Support service listings.

6. SUPPORT AND ASSURANCE MODEL

Standard SaaS support is included with the product subscription and covers incident logging, investigation, and resolution of software-related issues.

Enhanced support options, onboarding assistance, advisory services, and ongoing managed support are available separately under OfficeLabs Cloud Support service listings. These services are not included as part of the standard SaaS product.

7. SECURITY, AVAILABILITY, AND COMPLIANCE

The service operates within an ISO/IEC 27001-aligned information security management framework. Data is protected using industry-standard security controls, including encryption in transit and appropriate access controls.

Availability and resilience are provided through the underlying cloud hosting platform. No formal uptime service level agreement is included as part of the standard service.

Detailed security, compliance, and assurance controls are described in the Digital Marketplace listing and supporting assurance documentation.

8. DATA, EXIT AND COMMERCIAL NOTES

Customers retain ownership of their data at all times. Migration logs, reports, and metadata can be exported using supported formats prior to contract termination.

At the end of the contract, access to the service is withdrawn in line with agreed notice periods. No automatic data migration or remediation is included as part of the service.

Pricing, contract terms, and any trial or assessment arrangements are defined in the Digital Marketplace listing and associated commercial documentation.

9. RELATIONSHIP TO OTHER SERVICES

Morae Migrate is commonly used alongside discovery, records management, information governance, and post-migration optimisation services. These services are optional and are delivered under separate contracts or service listings where required.