



Cloud Data Migration Service

A crucial part of choosing a cloud platform is ensuring your data is seamlessly migrated and synchronised, making the transition to the cloud effective. With many years of experience in migrating and syncing petabytes of data, our team is best placed to help schools and businesses make the transition with ease, using our world-class data migration and synchronisation tools.

Fast, Safe, and Secure Migrations

We offer fast, safe, and secure migrations to either Google Workspace or Microsoft 365. Working with our dedicated data migration team, we are able to undertake the following types of migrations:

- **Google Workspace Migrations:** We migrate email, contacts, calendars, and files from on-premises Windows networks, Microsoft 365, or even other Google Workspace domains to your target Google Workspace domain.
- **Microsoft 365 Migrations:** We migrate email, contacts, calendars, and files from on-premises Windows networks, Google Workspace, or even other Microsoft 365 tenants to your target Microsoft 365 tenant.

Our Migration Process

Our migration team will work with you every step of the way, starting with ascertaining exactly what data needs to be migrated. We then undertake the migration and run a quality assurance check to confirm that your requested data is successfully residing in your new cloud platform. In cases where data cannot be migrated, or where a migration fails due to system incompatibility or data quality issues, our migration team will notify you during the process and provide alternative solutions where available.

Items covered

Preparation Phase

- Mailbox migration data cleaning by cross-checking user's information provided in the migration spreadsheet against the existing users already in the Microsoft 365 or Google Workspace domain, making sure there that there are:-
 - No spelling mistakes
 - No duplicate accounts
 - No duplicate data drives
 - All data provided is correct
 - Source data does not exceed destination item and size limits as stated by the destination platform
- Undertaking a Drive Readiness Test to confirm what data can be migrated from Google Drive/Team Drive or Microsoft OneDrive and Sharepoint



Delivery Phase

- Run the migration tool to undertake an Alpha migration to migrate the requested data
- Correct any errors that are reported by the migration tool as part of the ALPHA migration process.
- Agree with the customer a cut off date to switch over the requested platform
- Run final DELTA migration prior to agreed cut off date of the legacy platform
- Configure MX and SPF records to work with the Microsoft 365 or Google Workspace platform
- Resolve any errors that are reported by the migration tool as part of the final DELTA migration process

Final Phase

- Confirm with the customer that all data that can be migrated has been migrated.

Note: Any data that cannot be migrated due to system incompatibility issues or is classified as 'Dirty' will not be able to be migrated by the migration tools. The migration agent will make you aware of data issues during the migration and if an alternative option can be done to move failed data you will be presented with this as an option to consider. Where there are no alternative options to move failed data, the project will still be classed as complete based on the signed scope of works.

Prerequisites

Customers must ensure the following prerequisites have been met to allow for a successful data migration:

- Have a verified Google Workspace domain or Microsoft 365 Tenant
- Completion of Data Migration Prerequisites Survey
- Completion the data migration information documents, which detail the data requiring migration from the source to the destination. It is important to note that if the agreed data volume is modified or increased after the migration commences, additional costs may be incurred. This is to ensure the complete migration of all data, encompassing both the initial transfer and any subsequent delta changes.
- Required ports and protocols enabled on the local firewall to allow data from the source to be migrated to the destination
- Data required to be migrated complies with limitations stated for the following source platform:
 - [Shared drive limits in Google Workspace](#)
 - [SharePoint and OneDrive limits](#)
- Customer has or can provide access to DNS management for your establishment to configure the MX and SPF records for the domain
- Customer can provide full admin access to data source and destination platforms with the ability to install and use migration tools remotely



Keeping Technology Simple

for Education & Businesses

- A minimum 20Mbps upstream and downstream Internet connection is required to support the migration

Assumptions

- The project engagement requires the client to nominate a client-side stakeholder who will act as a central point of contact for the duration of the project.
- All work will be completed during normal working hours. Normal working hours are 7 hours worked per day between 09:00 and 17:00 Monday to Friday, excluding Bank or National Holidays and the company closed period December 25th to 1st January . Any customer requests for work to be performed outside these hours will be handled via change control. Such work attracts a 50% uplift against our standard costs for Monday to Friday, and a 100% uplift for Saturday, Sunday and Bank or National Holidays. Rates are available on request.
- Levett Consultancy technical consultants will attend site only if required to complete project tasks but will not be required on-site full time. Remote access will be made available as required, and as suitable to customer's remote access policies, in order to perform the agreed tasks and discovery. Certain activities may require the input and cooperation of the client nominated internal staff. These will be highlighted at the earliest opportunity by the Project Management Office (PMO) if not evident within the scope of work itemised task list.
- Nominated customer project lead to be present at acceptance testing with Levett Consultancy project lead.

Items Excluded

- Items not stated within this service description
- Any instruction that contravenes the Health and Safety at Work Act 1974
- Any instruction that contravenes the General Data Protection Regulation (UK GDPR)
- Any instruction that contravenes the 2018 Data Protection Act
- Any instruction that contravenes the 1990 Computer Misuse Act



On Boarding & Implementation

To on board to using our 'Your Cloud' Solution we have implemented a simple 10 step process to make using our solutions as simple as possible:

On Boarding

1. Contact Levett Consultancy asking to purchase one of our 'Your Cloud' solutions.
2. A member of our Pre Sales team will undertake a pre-deployment survey to ascertain what solution the customer requires .
3. A proposal with a quote will be issued by our commercial team based upon the customer requirements from the prerequisite deployment survey.
4. On acceptance of the quote the customer will need to send a purchase order to progress the purchase of the solution which will trigger the implementation phase.

Implementation Phase

5. The Project Management Office (PMO) will undertake change management by contacting the 'customer lead stakeholder' to arrange a deployment date and to go through the 'Scope of Works' to make sure everything agreed in the on boarding phase is still current.
6. The customer will be asked to sign the 'Scope of Works' which will also be countersigned by the PMO setting the expectations of the 'Your Cloud' solution.
7. Once the 'Scope of Works' has been signed the project will be initiated where a project manager will be assigned by the PMO to manage the solution deployment and act as customer point of contact throughout the project.
8. On completion of the solution project the customer will be walked through what has been undertaken as per the agreed 'Scope of Works' by the project manager and will be asked to sign the work sign off sheet to confirm acceptance of the project close.
9. At project completion the customer will be invoiced for the solution delivered
10. To ensure customer satisfaction a member of the commercial team will follow up with the customer to discuss the solution deployment and request feedback to help Levett Consultancy continually improve its service delivery.



Keeping Technology Simple

for Education & Businesses

After Sales Support

Once a service has been delivered, a member of the Customer Relationship Team will contact the customer to confirm their satisfaction with the service and ensure that their expected outcomes have been met. Furthermore, customers will be able to contact their dedicated account manager for any post-delivery advice or future requirements.

Service Cost

The cost of our Data Migration service subject to the completion of our [free](#) Prerequisites survey, which will allow us to provide an accurate quote based on your requirements.

Please note if you have additional requirements that are not included in the service description don't hesitate to ask if these can be included. In most cases, we will always try to accommodate additional requests.