



Date: **2026**

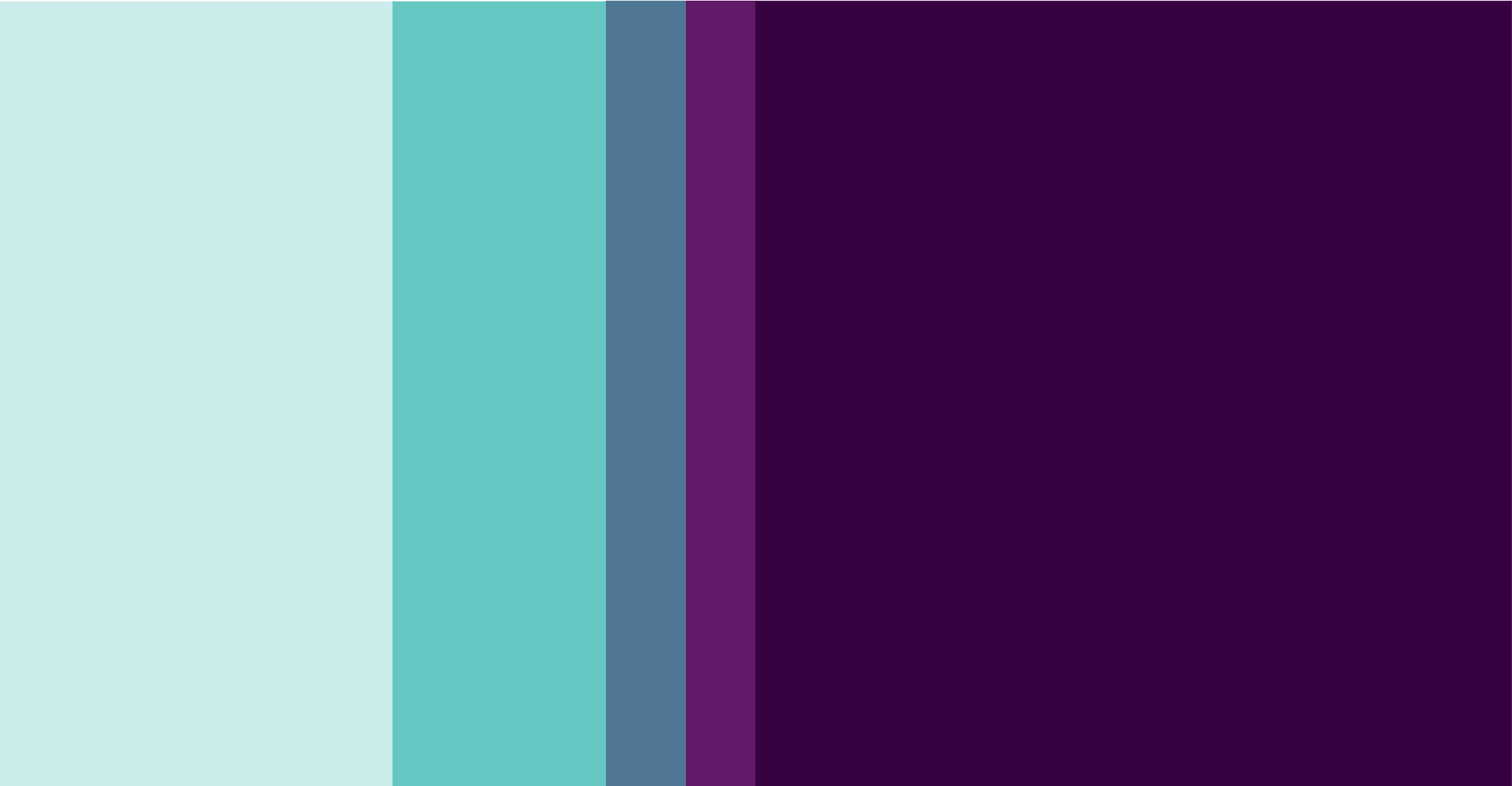
Classification: **Public**

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Issue No: **1.0**

Ref: **G-Cloud 15**

Service Definition – ShareGate



1. Overview

ShareGate is a migration and governance tool designed to support organisations moving content into, within, or across Microsoft 365 and SharePoint environments. It provides fast, reliable migration of files, sites, Teams, and SharePoint content while offering powerful reporting, restructuring, and permissions management tools to maintain a secure and well-governed cloud environment.

2. Key Features

- Migration of SharePoint, OneDrive, Teams, and file share content
- Granular metadata mapping and transformation
- Version history preservation and high-fidelity content transfer
- Permissions migration, validation, and correction
- Environmental reporting and governance dashboards
- Bulk editing of content, permissions, and site structures
- Automated migration scheduling and reporting
- Duplicate file and orphaned-user identification
- PowerShell automation support
- Tenant-to-tenant and SharePoint on-premises to cloud migration

3. Service Benefits

- Accelerates and simplifies Microsoft 365 migrations
- Ensures accuracy through metadata and version retention
- Strengthens governance with detailed reporting and analytics
- Reduces administrative burden with bulk actions and automation
- Enhances security through permission validation and correction
- Supports clean, well-structured SharePoint environments
- Reduces risk when transitioning from legacy systems
- Improves operational visibility across Microsoft 365
- Enables structured preparation through pre-migration analysis
- Supports long-term hygiene through recurring governance reports

4. Service Scope and Boundaries

This service covers:

- Migration planning and execution using ShareGate
- SharePoint/Teams/OneDrive site restructuring
- Metadata mapping and classification
- Permission auditing and remediation
- Pre-migration analysis and post-migration validation
- Automation via ShareGate PowerShell module
- User training and knowledge transfer (optional)

Out of scope:

- Development of custom migration tools
- Non-Microsoft 365 platform migrations
- API-based integrations (ShareGate does not provide a public API)

5. System Requirements

To run ShareGate Migrate, the customer must provide a Windows-based machine with appropriate Microsoft 365 access:

Supported OS

- Windows 7 SP1, 8, 10, 11
- Windows Server 2008 R2 / 2012 / 2016 / 2019 / 2022 / 2025

Minimum Specification

- .NET Framework 4.6.2
- 4 GB RAM

- 10 GB free disk space
- PowerShell 3.0+

Recommended Specification

- Windows 10/11 or Windows Server 2016–2025 (64-bit)
- Quad-core processor
- 8 GB RAM
- SSD with 50 GB free disk space

ShareGate must remain running (minimised is fine) for scheduled tasks to execute.

6. Training & Knowledge Transfer

Training can be provided for super-users, administrators, or migration teams. Topics include:

- Running migrations
- Metadata mapping
- Reporting and governance features
- PowerShell automation
- Best-practice structures for SharePoint and Teams

7. Onboarding

- Requirements gathering
- Access preparation (tenant permissions, accounts)
- Pre-migration scanning and reporting
- Migration plan creation
- Pilot migrations where required

8. Offboarding

When service is complete:

- All ShareGate access is removed
- Migration reports are handed over
- Any scheduled automation tasks are disabled
- Knowledge transfer documentation is provided

9. Service Availability

ShareGate is a client-installed tool and does not include hosted availability guarantees. Migration execution and governance operations run locally on the customer's chosen machine/server.

10. API Availability

ShareGate **does not have a public API.**

Automation is supported exclusively through ShareGate's **PowerShell module**.

11. Multi-Cloud Support

ShareGate does **not** support multi-cloud use.

It supports **Microsoft 365 and SharePoint only**.