

MICROSOFT 365 MIGRATION & ONBOARDING



Service Overview

Our Microsoft 365 Migration and Onboarding service provides structured, low-risk migration and onboarding support for public sector and regulated organisations adopting Microsoft 365.

The service is designed to ensure a smooth transition from legacy systems or existing tenants to Microsoft 365, minimising disruption to users while improving security, collaboration and productivity. It focuses on planning, data integrity, user experience and secure configuration rather than simple technical cutover.

The service can be delivered as a one-off migration project or as part of a wider managed IT or cloud adoption programme.

Service Objectives

The objectives of the Microsoft 365 Migration and Onboarding service are to:

- Enable a controlled and reliable migration to Microsoft 365
- Minimise operational disruption during transition
- Protect data integrity and availability
- Improve security posture through correct configuration
- Support user adoption and confidence
- Establish a stable, well-governed Microsoft 365 environment

Intended Customers

This service is intended for public sector and regulated organisations migrating to Microsoft 365 or rationalising existing Microsoft 365 tenants. This includes central government bodies, local authorities, education providers, healthcare organisations, emergency services and organisations delivering services on behalf of the public sector.

The service is suitable for organisations of varying size and complexity, including those migrating from on-premise email, legacy collaboration platforms or fragmented cloud environments.

Scope of Service

The Microsoft 365 Migration and Onboarding service covers the planning, execution and stabilisation phases of migration.

The scope includes tenant assessment, migration planning, identity configuration, email and data migration, security baseline configuration, user onboarding and post-migration support. The service can include migration of Exchange, OneDrive, SharePoint and Teams depending on requirements.

Licensing procurement is excluded unless explicitly agreed.

Service Delivery Approach

The service is delivered using a structured and proven migration methodology.

Engagement begins with discovery and assessment to understand the existing environment, dependencies, data volumes, user profiles and risk factors. A migration plan is developed, covering scope, sequencing, communications and rollback considerations.

Microsoft 365 tenants are configured in line with agreed requirements, including identity, access controls and security baselines. Migration activities are scheduled to minimise disruption, with data validated to ensure completeness and accuracy.

User onboarding is supported through clear communications, guidance and, where required, training. Following migration, a stabilisation period is provided to resolve issues and ensure users are operating effectively within the new environment.

Key Features

The service provides end-to-end migration and onboarding support, combining technical delivery with user-focused planning and security-first configuration. It prioritises data integrity, service continuity and adoption.

The approach is vendor-aligned and follows Microsoft best practice while remaining proportionate to organisational needs.

Benefits

The service reduces the risk and complexity associated with cloud migration by providing clear planning, expert execution and structured onboarding. Organisations benefit from a predictable transition, improved security configuration and a more consistent user experience.

By focusing on stabilisation and adoption, the service helps ensure Microsoft 365 delivers operational value rather than disruption.

Support Levels

We provide structured support levels for Microsoft 365 migration and onboarding services. Standard Migration Support is included within the project price and covers planning, migration execution, validation and a short post-migration stabilisation period. Enhanced Support is available at an additional cost and provides extended post-migration support, faster response times and additional user assistance. Fully Managed Onboarding Support is offered as a premium option and includes ongoing optimisation, user enablement and service reviews. Support costs vary based on organisation size, data volumes and complexity and are agreed at the proposal stage.

Pricing Model

Pricing is based on tenant complexity, number of users, data volumes and scope of migration. Services are priced as a fixed project cost to ensure transparency and predictability. All pricing is agreed prior to service commencement.

Security and Compliance

The service supports secure configuration of Microsoft 365, including identity, access controls and baseline security settings. Delivery aligns with UK GDPR, the Data Protection Act 2018, NCSC guidance and public sector security expectations.

Onboarding and Offboarding

Onboarding includes service initiation, discovery and planning. Offboarding includes handover of documentation, configuration details and migration outcomes.

Service Availability

The service is delivered remotely across the UK. Migration activities may be scheduled outside business hours by agreement to reduce operational impact.

Service Outcomes

Outcomes include a successfully migrated Microsoft 365 environment, improved security posture, confident users and a stable platform ready for ongoing operation.

Contact and Escalation

Clear contact details, named resources and escalation routes are provided at service commencement to ensure effective and timely support throughout the engagement.

Service Constraints and Dependencies

Customers remain responsible for approving migration plans, communications and cutover timing. Timely access to systems and users is required to deliver the service effectively.

Certain legacy systems or unsupported configurations may require remediation outside the scope of the migration service.

About Us

IT Auxilium Ltd is a UK technology services provider delivering secure, dependable IT solutions where reliability is critical.

Healthcare is a core specialism. Through our dedicated divisions, GP IT Services and Health IT Services, we support General Practices, Primary Care Networks and independent healthcare providers with IT designed for clinical environments and aligned to NHS frameworks and UK security standards.

Beyond healthcare, IT Auxilium applies the same disciplined, security-led approach to all businesses we support. From managed IT and cybersecurity to cloud services and digital transformation, we provide proactive monitoring, clear accountability and responsive UK-based support, acting as a trusted extension of our customers' teams.

Health IT Services & GP IT Services are trading names of IT Auxilium Ltd.

Additional Support Services

Cyber Essentials (Plus) Consultancy & Audit

Our Cyber Essentials and Cyber Essentials Plus Consultancy and Audit service guides organisations through scoping, gap analysis, remediation and certification. We align with NCSC and NHS expectations, managing audits end to end to achieve certification efficiently and with minimal disruption.

NHS Data Security and Protection Toolkit (DSPT) Support

Our NHS Data Security and Protection Toolkit (DSPT) Support service provides structured guidance to achieve and maintain compliance. We assess readiness, address gaps, prepare evidence and support submissions, ensuring alignment with NHS requirements while reducing risk and administrative burden.

Artificial Intelligence (AI) Readiness Assessment and Advisory Service

Our Artificial Intelligence Readiness Assessment and Advisory Service helps organisations evaluate capability, risk and governance before adopting AI. We assess data maturity, security and compliance, providing clear recommendations to enable responsible, safe and value-driven AI adoption.

IT Managed Service Provider

Our Managed IT Service offering delivers proactive, fully supported IT management. We provide 24/7 monitoring, security, patching and responsive UK-based support, ensuring systems remain secure, reliable and optimised while you focus on your core operations.

Backup & Disaster Recovery

Our Backup and Disaster Recovery services provide comprehensive protection across endpoints, Entra ID, Microsoft Azure, Microsoft 365 and Google Workspace. We deliver secure, automated and monitored backups with clearly defined recovery options, helping organisations restore systems and data quickly following cyber incidents, accidental deletion or service disruption. Our approach is designed to support business continuity, regulatory expectations and operational resilience, ensuring critical data remains protected, accessible and recoverable when it matters most.

Medical-Grade Cloud Based Temperature/Environmental Monitoring Data Logger System

Our medical-grade, cloud-based temperature and environmental monitoring service provides continuous automated monitoring, real-time alerts and auditable records for regulated environments. It replaces manual checks, reduces risk and supports compliance, inspections and operational assurance across single or multi-site estates.