



Service Definition Document

Quest on Demand Migration for M365 and Active Directory

January 2026

At DigiPie, we believe in being a technology partner that works alongside you. As experienced Digital Pioneers in Modern Workplace and Cloud Transformation, we deliver tailored services that scale to meet your needs. Combining IT consultancy with Managed Service Provider (MSP) capabilities, we design, implement, and support end-to-end enterprise transformation. With a nationwide network of certified experts, we provide solutions across Enterprise Transformation, Modern Workplace, End User Compute, Cloud Infrastructure, and Cyber Security. Our services can be delivered as long-term managed support or on an ad-hoc basis through programmes of work or individual projects.

Summary

DigiPie delivers end-to-end migration expertise using custom/scripted or native tooling or supported with Quest-on-Demand Migration. Our certified specialists ensure seamless M365 and Azure Entra-ID transitions, including complex tenant-to-tenant and on-premises Active Directory migrations. Managing Teams, SharePoint, OneDrive, Exchange, and scaled user accounts —minimising disruption, ensuring secure, efficient, future-ready cloud infrastructure.

Features

- Seamlessly migrate users with the Quest on Demand Agent.
- Automated transition of M365 apps at cutover.
- Capture Quest on Demand requirements to define Client roadmap.
- E2E lifecycle support from conception to solution design and implementation.
- Adopt cloud-first and/or enhance hybrid workload to lower on-premise footprint.
- Assessment of current on-premise infrastructure, GPO, and management capabilities.
- Analysis of existing capabilities against client desired end-state.
- Flexible solutions tailored to meet diverse client needs and requirements
- Maintains compliance with change control, security assurance, TDA, and governance

Benefits

- Rapid deployment of Quest on Demand using proven end-to-end framework.
- Zero-touch M365 tenant to tenant migration.
- Offer M365 onboarding to end users, and environment dual running.
- Reduce organisational compliance risk with secure solution design.
- Drive digital culture change with our Modern Workplace experts.
- Exploit Microsoft Licensing across your device and collaborative estate.
- Tailor NCSC, CIS and NIST best practices to organisational environments.
- Technology implementation based on NCSC and UK Government best practice.
- Build on foundations using Microsoft Reference Architecture.
- Modern digital workplace technologies implemented by Microsoft certified technical experts.



Service Definition Document

Quest on Demand Migration for M365 and Active Directory

January 2026

Cloud Migration Planning

DigiPie's team integrates seamlessly with both business and technical stakeholders to support short and longterm IT strategies. Our PMO collaborates closely with technical architects and client teams to deliver projects aligned with the latest Microsoft adoption guidance. DigiPie consultants' partner with our clients to drive organisational change and securely introduce new solutions.

Through project engagement workshops, we work with stakeholders to gain a full understanding of business and technical requirements, factoring in current and legacy environments, challenges, and constraints. Solutions are delivered using standard out-of-the-box technologies, configured to meet customer requirements, and implemented in line with NCSC guidance.

As part of our standard service offering, DigiPie provides:

- Tailored stakeholder engagement and project checkpoints
- Comprehensive project planning
- Structured risk management
- Production of PID and supporting project artefacts
- Creation of relevant technical documents and artefacts
- Management of service delivery across the full project lifecycle
- Adherence to governance and assurance frameworks, with appropriate approvals for service transition and solution delivery

Hosting/Software services – Areas of Expertise

- Windows 11/12
- Quest on Demand Migration.
- Microsoft Teams and Outlook client.
- Microsoft 365 (Office 365).
- Exchange & SharePoint Online.
- OneDrive for Business.
- Windows Server (AD, AD CS, SCCM).



Service Definition Document

Quest on Demand Migration for M365 and Active Directory

January 2026

Set up and Migration

Upon agreement and formal sign-off of the Project Initiation Document (PID), DigiPie will collaborate with the Client to define and confirm key milestones for the implementation, migration, and deployment of the agreed solution. Our delivery approach is tailored to client requirements while leveraging the proven Microsoft Cloud Adoption Framework as a foundation. The DigiPie team provides end-to-end support, including discovery, analysis, and recommendations, through to the creation of runbooks and migration schedules, scaling to the Client's needs as appropriate. Depending on project needs, native Microsoft capabilities or specialist technical tooling may be utilised for both -onpremises and cloud migrations. Throughout the entire process, DigiPie- ensures comprehensive guidance and support, enabling a smooth transition and successful delivery.

Supported Services – Areas of Expertise

- Windows 11/12
- Quest on Demand Migration.
- Microsoft Teams and Outlook client.
- Microsoft 365 (Office 365).
- Exchange & SharePoint Online.
- OneDrive for Business.
- Windows Server (AD, AD CS, SCCM).



Service Definition Document

Quest on Demand Migration for M365 and Active Directory

January 2026

Security

All staff screening shall be conducted in full compliance with BS7858:2019 standards. Personnel can be vetted to Security Check (SC) level or Developed Vetting (DV) to meet contractual or operational requirements upon request.

Quality Assurance and Performance Testing

DigiPie is committed to meeting client requirements for quality assurance and testing by agreeing testing needs during proposal development. This process encompasses Operational Testing, User Acceptance Testing, and service transition activities to ensure effective support in the live environment. All assurance activities are aligned with client governance frameworks, providing confidence in delivery and ensuring stakeholder engagement. Requirements, baseline technologies, and approaches are fully documented and agreed prior to commencement of work.

Training

DigiPie offers upskilling and structured handover as a standard part of service delivery, ensuring your organisation can fully optimise the use of cloudbased software and services. Training programmes also cover cloud security management and a range of cloud and virtualisation topics, equipping teams with the knowledge and confidence to manage and sustain solutions effectively.

Support

Support will be fully embedded within the programme for the entire duration of delivery. Dedicated resources will be integrated into the programme structure from initiation through completion, ensuring continuous access to guidance, expertise, and escalation channels. This support will cover technical, operational, and governance aspects, enabling proactive issue resolution, effective risk mitigation, and alignment with programme objectives. By maintaining consistent oversight and responsiveness throughout the delivery lifecycle, the organisation guarantees accountability, quality assurance, and a seamless transition into live service.