



G-Cloud 15 Service Description

NHS.net Connect Migration Services



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1. Our Services

Cloud21 delivers the NHS's most established Microsoft 365 migration service, building on over 25 years of specialist experience supporting health and care organisations nationwide. Our team manages comprehensive transitions to and from the NHS.net Connect platform, covering Exchange Online, SharePoint Online, Teams, and OneDrive. This renowned, fully managed service combines healthcare sector expertise with proven migration methodologies to ensure seamless transitions with minimal disruption.

1.1. Migration Services

We support organisations through complete platform transitions in both directions: adopting NHS.net Connect or establishing independent Microsoft 365 tenancies. Each transition receives comprehensive support from initial discovery through to final cutover, with methodology tailored to the specific migration scenario and organisational requirements.

NHS.net Connect On-Boarding

We support organisations migrating from locally managed on-premises Exchange or Exchange Online environments to NHS.net Connect. Our service encompasses complete mailbox migrations including user, shared, and resource mailboxes with full preservation of folder structures, calendars, contacts, notes, and tasks. Beyond email, we migrate SharePoint Online site collections with content and permissions, Microsoft Teams workspaces maintaining channel structures and chat history, and OneDrive for Business user data with sharing permissions intact. Distribution lists, mailbox permissions, and automated Outlook profile updates ensure users experience minimal disruption during the transition.

NHS.net Connect Off-Boarding

For organisations establishing independent Microsoft 365 tenancies, we manage migration from NHS.net Connect to locally managed Exchange Online environments. Complete mailbox content including calendars and contacts transfers seamlessly to the target environment. SharePoint Online sites migrate with their libraries and permissions preserved, while Teams workspaces maintain their channel structures. OneDrive content and folder structures replicate exactly, and distribution lists transfer with all permissions intact. We coordinate NHS.net Connect account decommissioning as part of the transition, ensuring clean separation from the national platform.

Migration Approach

Our ITIL-aligned migration methodology ensures controlled, low-risk transitions through comprehensive discovery, planning, and execution phases. We begin with automated discovery of active mailboxes within both source and target environments, followed by detailed reconciliation to verify scope and identify exceptions. Scanning for sizing and data characteristics informs migration batch planning and scheduling. Silent migration of historic data occurs in advance of cutover, minimizing disruption during the transition period.

Pilot migrations with selected user groups validate processes before full deployment. Our fully managed service handles all migration operations including user cutover procedures that manage the complete transition experience: out-of-office message handling, directory updates, and automated mail profile configuration. Item-level auditing and migration verification provide complete assurance that all content has transferred accurately. Archive mailbox migrations are supported when required, ensuring complete historical data preservation alongside active mailboxes.

Throughout the migration period, our dedicated support desk provides immediate assistance to IT departments. Detailed migration reporting tracks progress at both project and individual mailbox levels, giving stakeholders complete visibility into batch processing and any exceptions requiring attention. PRINCE2 project management with regular checkpoint meetings maintains momentum and ensures stakeholder alignment throughout the transition.

Source data remains unchanged throughout migration with all transfers creating verified copies, ensuring complete data safety and preservation. Item-level auditing provides assurance that all content has transferred accurately with no data loss.

All mailbox items are replicated to create a 1:1 copy including email folders, calendars, contacts, notes, and tasks. Organizations can specify migration scope by folder, date range, or content type. Source data always remains safe during migration with fully encrypted data synchronization.

1.2. Technical Expertise

Our migration specialists bring comprehensive expertise across Microsoft 365 platforms and healthcare-specific requirements:

Microsoft 365 Migration Expertise

Exchange Online tenant-to-tenant migrations and on-premises to cloud transitions

SharePoint Online cross-tenant site collection and content migrations

Microsoft Teams workspace migrations with channel structure and chat history preservation

OneDrive for Business cross-tenant user data and sharing permission migrations

Complex multi-workload migrations across NHS.net Connect partitioned environments

Migration Tools & Methodologies

Industry-leading migration platforms and automation tools

Automated discovery and reconciliation of source and target environments

Item-level auditing and migration verification for complete data assurance

Custom Cloud21/BDS specialist scripts for NHS environments

PRINCE2 project management methodology

ITIL-aligned change management processes

Healthcare-Specific Knowledge

NHS.net Connect platform architecture and governance

Data Security and Protection Toolkit (DSPT) requirements

Health and Social Care Network (HSCN) connectivity

Healthcare-specific governance, risk, and compliance frameworks

Security & Compliance

ISO27001, ISO9001, ISO20000-1 and Cyber Essentials Plus accredited

Health and Social Care Network (HSCN) connectivity for secure remote access

Encrypted data channels meeting NHS data protection requirements

Experienced Migration Team

Our dedicated migration specialists bring decades of experience in NHS Microsoft 365 migrations. The team includes migration managers, technical architects, and support staff who have successfully delivered hundreds of healthcare migrations, ensuring reliable execution and seamless service to users throughout the transition period.

2. Why Cloud21

- **Independent and vendor-neutral** - advice focused solely on your requirements
- **Healthcare specialists** - extensive experience with NHS digital maturity frameworks and standards
- **Proven delivery** - supporting 200+ NHS trusts and public sector organisations
- **Quality assured** - ISO27001, ISO9001, ISO20000-1 and Cyber Essentials Plus accredited
- **Cost-effective** - identifying savings through contract optimization and licensing compliance

3. Pricing

We offer pricing that is engagement dependant, please do contact us to discuss but also please see our published rate card.

4. Vendor partnerships

