



Intelligent Migrator for Google workspace Frequently asked questions

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1. What is Transvault Intelligent Migrator?

Transvault Intelligent Migrator is designed to migrate email content from myriad on-premise archive platforms directly into Gmail mailboxes in Google Workspace. Examples of where Transvault can be used include:

- Migrating all or selected user archives into corresponding Gmail accounts
- Migrating archived email into users' Gmail mailboxes in Google Workspace, where it can be managed under the organisation's retention and eDiscovery policies.

Transvault moves your email records in 1 step, directly from source to target via the Google API.

Using this approach, organisations are assured of chain-of-custody. It also eliminates the risks and overheads involved in manually intensive, multi-hop migrations (e.g. using PST files).

You can use Transvault Intelligent Migrator to perform selective migrations based on multiple criteria. This intelligent approach means you take only the data you need and minimises the time and cost of your migration.

Ensuring the most seamless experience possible for end users is also paramount, and Transvault includes advanced capabilities in this respect.

Importantly, your move is fully audited to ensure peace of mind and to meet business governance and legislative needs.

2. Why use Intelligent Migrator rather than migrate our legacy archive manually?

PST files can provide a useful migration route, particularly where direct access to the source archive is unavailable. However, manually exporting, preparing and importing large numbers of PSTs can introduce significant operational overhead.

Common challenges include:

- Matching PST files to the correct users and destination mailboxes.
- Monitoring exports and imports across large numbers of mailboxes.
- Identifying failed or missing items and safely resuming processing.
- Applying consistent filters to control which data is migrated.
- Reconciling source and destination results and producing a reliable audit record.
- Providing sufficient secure staging storage for the exported data.

Intelligent Migrator provides automated migration processing, detailed error logging, migration reporting and flexible data selection. Depending on the source platform, it can migrate directly from the archive or process PST files as part of a managed and auditable migration workflow.

3. Can Transvault help manage what we upload into Google and what format is data transferred?

Yes. Prior to your migration, Transvault helps analyse your existing archive usage - e.g. how much storage is being used, how many archive stores there are, the average mailbox size, total number of items, age, etc. Transvault then lets you be selective in what you migrate and to where. Examples include:

- Move just the last n years-worth of data,
- Move data according to criteria including To, From, Subject, Folder, Attachment, Date etc

A migration is therefore a great opportunity to significantly reduce the quantity of email you retain.

You can also implement demonstrable and audited migration policies to underpin any legislative requirement you have with respect to email retention.

4. Will migrated email be available in Google Vault?

Intelligent Migrator imports archived email into Gmail mailboxes in Google Workspace. Google Vault is not a separate archive target; it provides retention, legal hold and eDiscovery capabilities over supported Google Workspace data.

Where the relevant users are licensed for Google Vault and appropriate retention policies are configured, migrated Gmail content can be retained and made available for search and eDiscovery in accordance with the organisation's policies.

5. What do migrated items look like?

Google does not maintain a folder hierarchy in the same way that, say, Microsoft Exchange does. Instead, it provides a 'view' onto items based on Labels associated with those items.

To cope with this change, Transvault Intelligent Migrator automatically detects the latest folder (and sub-folders) associated with the items in your source archive and creates the relevant Labels as it passes the item to the Google API.

6. How quickly can Transvault migrate archive items?

As well as running multiple threads on a single server, multiple Transvault servers can be configured to operate in parallel to ensure that the performance of the Transvault services is never a limiting bottleneck on the duration of the project.

Your chosen archive migration partner can establish a proof of concept (POC) to establish likely throughput rates in your specific environment.

7. How can I find out if all my data has been migrated?

Transvault Intelligent Migrator includes auditing functions that keep track of the migration of each individual item. If the migration of an individual item fails (e.g. owing to data corruption, system configuration or connectivity issues), tasks can be automatically re-run to target *just* these items, adding them into the mailbox alongside items that were previously successfully migrated.

Reporting is also available to highlight how much data has been moved for each user in the legacy archive.

8. What happens if an item fails to migrate?

As your data is moved, Intelligent Migrator carries out a series of integrity checks to ensure your email records will be viable post-migration.

Temporary failures may be retried automatically according to the migration configuration and failure type. Persistent failures are logged and reported so they can be investigated, retried or remediated as appropriate.

If your organisation requires further investigative work to be carried out on failed items, data remediation services are available to help and, where possible, fix the problem to the satisfaction of your legal team.

9. How does Intelligent Migrator aid compliance when migrating?

Intelligent Migrator reduces manual handling and provides detailed auditing of the migration process.

For example, detailed reports show 1:1 mappings of the ID of the item in the source archive and the ID of the new item as it now exists in Google, enabling you to demonstrate of a complete '**Chain of Custody**' for the data whilst undergoing migration.

10. What do you mean by 'chain-of-custody' and why is it important?

Chain-of-custody refers to the reliable recording of processes and procedures that occur while evidence (physical or electronic) is being captured, held, transferred or disposed of. It is vital that the evidence in question has remained free from alteration and that secure handling has been provided at all stages.

Transvault Intelligent Migrator's logging and reporting capability provides chain-of-custody evidence demonstrating that data has been successfully transferred into Google.

This is important since any later data investigation or discovery against migrated emails will seek to validate that the data has been handled correctly and that nothing was missed out.

11. We are involved in a demerger and need to split our archive; how does this work?

Transvault can filter items by user, user groups, folder and dates, thus enabling data to be incisively selected and migrated to Google or another destination.

Transvault can also rewrite all email addresses in sender and recipient fields so that the email is usable with any new domain naming or recipient-addressing conventions.

TransVault Intelligent Migrator can selectively migrate data based upon recipient addresses and domains so it's possible to migrate only a subset of journal data from a journal for example.

12. Do I need to provide systems to run Intelligent Migrator on?

Working with Transvault solutions gives you the choice of making your move on-premises or in the Cloud. If you have existing server bandwidth and your migration is within the same location or domain, then a fully on-prem approach, with the option of local or remote control, may be the way to go. Alternatively, you can make your move in Microsoft Azure.

Using Transvault in Azure means there's no hardware to set up in advance. You also have the added benefits of built-in resilience, load balancing and distribution for geographically distributed locations.

13. Will I need to buy services?

Yes. Although Transvault automates a lot of the data migration process, you will need additional services to plan the migration, install and configure Transvault, and oversee a successful completion.

One of our many experienced partners across the globe will be able to advise on and deliver the appropriate Transvault-related services for your organisation.

To contact a reseller or partner, please see <https://www.transvault.com/> for more information.