

# Questions to ask your email archive migration vendor



# Don't be fooled.

## Migrating email archives into Microsoft 365 is not simply a 'lift and shift' job.

To ensure the email archive component of your migration to Microsoft 365 goes well, there are some vital questions you need to ask of a prospective solution provider.

This mini guide looks at just a few of the areas you need to explore, and why addressing each area correctly is pivotal to ensuring a slick, seamless and productive move.

We have also given you just a taste of what Transvault delivers in each of these key areas.

We welcome any questions you may have so that we can help you design the best possible migration, and to demonstrate the excellent value that Transvault provides for your specific needs.





**“Transvault has pioneered the migration market space and has produced a benchmark whereby all migration companies are measured.”**

**Dennis Wild**

**Product Manager at Hewlett-Packard**



## 1 How quickly will my archives be migrated?

The quicker you can migrate, the sooner you can onboard users to Microsoft 365, stop funding and managing your old archive and start using functionality in your new platform.

*We have recorded migration throughput between an on-premises legacy archive and Microsoft 365 of 6.7 TBs a day. This was sustained across multiple days and the project was completed in record time, much to the delight of the customer.*

Read the case study:

Whilst we always put an emphasis on migration performance, even more so now that everyone is keen to migrate to the Cloud as quickly as possible, the actual performance of a migration project depends on the actual environment you have and we have best practices which we can recommend before you start to help you achieve the best outcome.

While data transfer speeds are important, so is the overall duration of the migration. It's important to remove interim stages and human intervention to reduce risk and the overall elapsed time of your project. Transvault has the most efficient and

effective technology to keep your project timelines to an absolute minimum.

Transvault Migrator's unique, 'hybrid' connector supports dynamic switching between an API and a DIRECT connection into Enterprise Vault, resulting in unbeatable extraction speeds.

It also uses CloudStream, a unique technology developed and designed in collaboration with Microsoft that uses advanced techniques, such as traffic flow analysis to address the effects of throttling.

Other performance features you'll benefit from include:

- Direct, in-memory, end-to-end transfers with no interim storage
- 64-bit technology, deployed on-premises or in Azure
- Multi-server, multi-location scalability, without losing central management
- Processing of multiple large mailboxes and journals in parallel
- Intelligent scheduling to align migration activity to the business needs – automatically increase or decrease migration activity to a personalised schedule



## 2 How flexible is your migration solution?

Moving legacy data into Microsoft 365 can be complex. Some data may no longer have a logical home or structure (such as data belonging to leavers). You might want to make decisions about what gets moved and where to in order to ensure future governance and visibility for eDiscovery.

As you migrate, your organization will need to make several decisions about how to deal with a range of challenges, including:

- Where to move messages relating to deleted shortcuts
- What to do with mailbox content belonging to 'leavers'
- How to preserve retention policies and other classifications

***Transvault is unrivalled in its range of options and high degree of flexibility for coping with even the most complex migration requirements.***

You might want complex migration logic such as: migrate data older than one year into the user's In-Place Archive, move deleted items into hidden folders, move a group of leavers' archives into

a shared mailbox, not move data according to criteria including To, From, Subject, Folder, Attachment, Date, etc. Transvault handles all of this seamlessly.

***As well as reducing migration time and costs, being selective helps align your move with retention needs and avoids over-preservation of data, which serves to decrease the cost and time involved in storage and eDiscovery.***

You can also use Transvault to normalize the effects of change over time. For example, re-writing addresses to support inter-domain migrations, and collating multiple archives that may have inadvertently been created for the same individual, potentially due to relocations and name-changes.





**“The product had enough flexibility to handle our specific requirements and get us the speeds we were looking for in terms of throughput to Office 365. I would not hesitate in recommending this to anyone asked.”**

**Ian Gates**

**Director of Group IT at Capita**



### 3 What assurances will we get that everything's migrated successfully?

Any investigation or eDiscovery carried out against migrated emails will seek to validate that the data has been handled correctly and that nothing was missed out or manipulated. A chain-of-custody report showing that data items have been successfully moved is flawed if it doesn't prove everything in the archive has been accounted for.

***For a healthcare organisation email archive migration project just 1 out of 50 million emails refused to migrate...and we fixed that!***

Read the case study:

With Transvault you'll get a full chain-of-custody report for each item moved. You'll also get a full inventory of what's in your archive.

As well as enabling you to target what you want to migrate, this inventory is used to check against your post-migration audit.

You'll also receive detailed 1:1 mappings of the unique ID of the item in the source archive and the ID of the new item in Microsoft 365, giving you assurance that your data has been reliably moved.

If an email fails to migrate it's automatically re-tried a specified number of times.

If it continues to fail, it gets flagged so it can be reviewed later using direct retrieval tools.

We won't simply migrate an email that is fundamentally broken.

Even if the problem is something very site-specific and unique to your organization, part of the Transvault service is to fix problematic emails if possible.



## 4 Will the migration be seamless to our end users?

Email users expect to be able to locate and retrieve their archived emails quickly and easily. This expectation does not change just because you migrate the business to a new platform.

Transvault pays close attention to the 'end user experience' as you migrate, ensuring staff are quickly productive as they switch into Microsoft 365 (and that your IT team isn't inundated with support calls).

These are just some of the capabilities you can expect:

- Where users have put their shortcuts into new folders, Transvault ensures they end up in the right place post-migration
- Deleted shortcuts (stubs) can be excluded from your migration or moved to an alternate location (e.g. hidden folders in Microsoft 365). This ensures those items are available for eDiscovery purposes, but avoids user confusion or concern when deleted items suddenly reappear

- Any flags that users have added to aid their email housekeeping are retained in the move
- Archived emails that have been forwarded to co-workers will be still be accessible to the original recipient(s)
- Items older than a given age can be moved to In-Place Archives to prevent users' primary mailboxes from bloating
- After your migration is complete, Enterprise Vault user archives are automatically disabled, and the user's Outlook toolbar extension is removed







**“We lead with TransVault now...  
it’s because of the people that we  
get to work with and the quality  
and capability of their software.”**

**Greg Hickey**

**Senior Account Executive at Daymark Solutions Inc**

## 5 Can your solution migrate our journals to Microsoft 365?

If you've previously been journaling email to meet your business and compliance needs, a move to Microsoft 365 presents a challenge in that Microsoft 365 itself does not provide a conventional journal mailbox service.

Transvault delivers the best fit solution for ensuring fault-free migration, ongoing governance and eDiscovery of your journals within the Microsoft 365 compliance framework.

Developed in consultation with Microsoft, our Advanced Journal Migration solution includes:

- A full journal migration inventory
- Migrations that accurately reflect data retention policies and current data ownership (e.g. enabling you to mitigate the effects of past merger and acquisition activity)
- Metadata preservation (Bcc'd recipients, distribution list members, etc.) to ensure complete and accurate eDiscovery
- Conformance to Microsoft's mailbox licensing policies and data structures

- Accurate organization of email by individual custodian, ensuring all the relevant mailboxes are included in any future eDiscovery
- Secure and reliable data transfer, with full chain-of-custody. Transvault also gives you other options for tackling your journals:
  - Migration to shared mailboxes in Microsoft 365
  - Migration to Azure (with optional ongoing journaling)
  - Maintaining your journal on-premises to 'age in place'

***No other solution gives as much choice for protecting your compliance records.***





**transvault**

*Let's move together*

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