

# Case Study: Planning & Executing a Perfect Office 365 Migration

*Office 365 tenant to tenant Migration: How a US university seamlessly migrated newly acquired School's Office 365 mailboxes to own tenant with zero downtime.*

## BUSINESS NEED

*"We needed the messaging environment to be consolidated fast and without data loss so that everyone could communicate successfully even while the migration was taking place."* Faculty Head of the University.

Luckily, both the school and university were using Office 365; but on separate tenants. The university was aware that because of the acquisition, the number of users will increase, this will make managing a multi-tenant environment tough. Not only that, but it will also add up to the costs of the IT infrastructure for handling two different tenants.

So, to make the acquisition of the school successful, the university needed to migrate 28000+ users' mailboxes from one Office 365 tenant to another.

To do that, the University required a solution to move all the students, staff, and other users of the school to its Office 365 tenant, without any impact on the work of the users.



## THE COMPANY

**INDUSTRY:** Educational Sector

### ABOUT THE CLIENT\*

The client is a private university in the United States of America. It is one of the oldest higher education university in the country with its reach in 30+ countries worldwide.

With the motive of making an impact on the education sector, and widen its reach, it acquired one of the most prestigious school in the US.

*\*Due to a nondisclosure agreement, SysTools does not reveal client information.*

## EXPECTATION FROM THE MIGRATION



*We were a little worried because we were the ones being migrated, and we were doing it ourselves, but the overall experience was really positive, with excellent feedback from the end-users.*



said Gretna.

- The University didn't want to face downtime while the Office 365 tenant was being migrated to another.
- No loss of mails should be there while switching tenants.
- They also required incremental or delta migration after the complete migration process was done.
- Since the University had a huge number of users, it required a speed and smooth transfer of all the data.

## HOW DID THEY CAME ACROSS SYSTOOLS?



*We didn't want to use free tools since they wouldn't provide us the experience we were looking for. Moreover, there were too many people and their data at stake to take the risk of using some free applications for the migration.*



said one of the IT experts at the University.

The project timeline was short and technical resources were limited. Thus, the university required a complete & ready-to-use migration toolset that can keep the business running even during the migration.

Already familiar with SysTools and its effective migration tools, one of the university's partners booked a call with the SysTools team to explain their requirements and to better understand the product and its process.

However, before deciding on SysTools to meet its migration needs, the University first tried a demo version to see if it was a good fit. Only after analysing the software on specific user sets was SysTools chosen to move the data from one Office 365 tenant to another.



## CHALLENGES FACED BY SYSTOOLS



*Several difficulties have to be carefully resolved in order for the tenant migration to go well. Overall, the migration went perfectly. We were just present for the first part of the migration; the remaining was handled by the university without any further assistance from us, and I can say they did a good job*

**-Anuraag Singh, Director of SysTools.**



- **Throttling Issue**

For migrating mailbox items from one tenant to another, a request must be sent from the application ID to the source account. However, throughout a 24-hour period, requests for only a specified number of emails with an individual application ID can be made. To address this issue, SysTools created multiple Azure application IDs in order to increase the number of mailboxes transferred.

- **No Work Disruption**

The objective was to minimize any disturbance to employees, customers, and business operations.

- **No Loss of Data while Switching Tenants**

To merge the mailboxes and condense the user's data without losing any critical information.

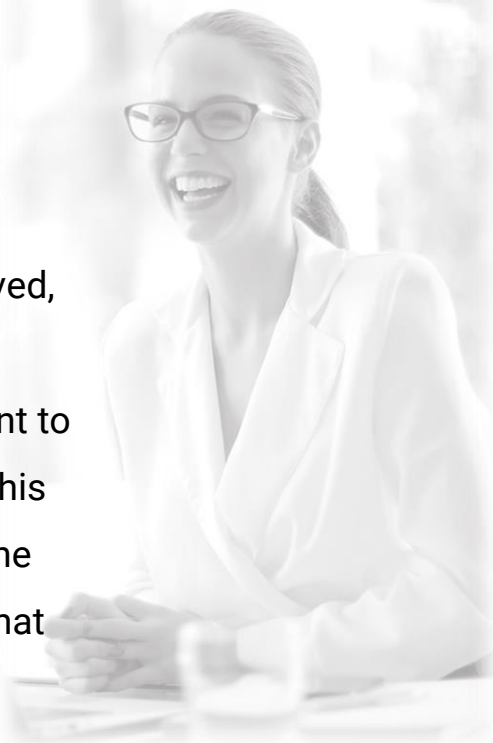
## **SYSTOOLS CONQUERED ALL BARRIERS**

- **No Down Time**

The entire tenant to tenant migration was completed by the Office 365 to Office 365 solution without any downtime.

- **Incremental/Delta Migration**

In the migration process, the previous tenant is removed, and a new tenant is added. During this period, the previous domain ceases to function and all emails sent to it are rejected. So, to minimize any email loss during this period, the incremental or delta migration feature of the intelligent solution moves all data to the new tenant that was received in the interim of the migration process.



## CUSTOMER FEEDBACK



*A merger or acquisition can be successful only when the IT integration is smooth and on time, and with the excellent Office 365 to Office 365 migration tool of SysTools, we were able to achieve that.*

- The administrator of the University.



## ABOUT SYSTOOLS

With an aim to simplify technology, SysTools entered to dominate the IT industry in 2007. It has a proven track record for delivering quality, innovative and intuitive software, and IT support to millions of companies and IT admins spread across the USA and India. SysTools has made a name for itself by providing high-quality data recovery services, Cloud Backup, Data Migration, Cyber Security services, and Digital Forensics Solutions.

Visit [www.systoolsgroup.com](http://www.systoolsgroup.com) to learn more about our solutions

### About SysTools

SysTools provides products and services in Cyber Security & Data Migration. We have 200+ products which is being used by 200,000+ customers across the world. The customers includes Walmart, Amazon, Apple, NASA etc



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