

# Slack to Microsoft Teams Migration

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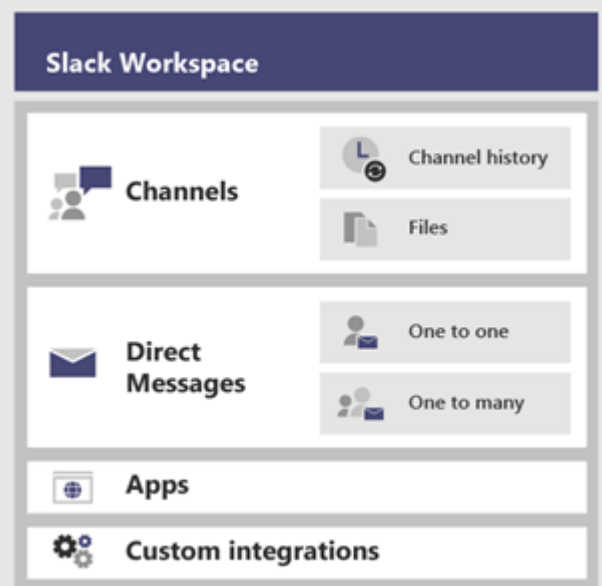
## Introduction

Before Microsoft Teams took over as the market leader in the collaboration platform tooling market, Slack was in that position for some time, with its innovative, persistent chat-based approach to teamwork. With Salesforce taking over Slack, a new equation has emerged.

Microsoft recognized the value of this new productivity model early on and has made significant investments in Microsoft Teams. The current feature comparison continued roadmap of innovation, deep integration with Microsoft 365, and the fact that all this is already bundled with the current Microsoft 365 licensing, make a migration evaluation a natural choice.

## Advantages of Microsoft Teams over Slack?

- ✔ If you have already invested in Microsoft and adopted Microsoft 365 ecosystem (as most organizations have), you get the Microsoft Teams premium version as one of the workloads. To continue with Slack, you end up paying high licensing costs, in addition to Microsoft 365 licensing.
- ✔ In a comparative analysis, Microsoft Teams stands well ahead of Slack, feature-by-feature. Additionally, as part of the Microsoft 365 collaborative suites, you get access to rich content management and collaborations features, for all types of content shared through Teams.



# Advantages of Microsoft Teams over Slack?

- ✔ Information shared through Teams becomes accessible throughout the Microsoft 365 universe within your tenant from many other workloads and vice versa. This redefines user experience as information is delivered to users through a single unified workspace irrespective of the source repository of the information. To create a similar user experience, where Slack is your messaging platform, it would need significant custom integration effort upfront and continued governance.
- ✔ Market perception about Slack appears to be unpredictable after its take-over by Salesforce, whereas Microsoft Teams is backed by Microsoft's trusted and powerful ecosystem.
- ✔ Microsoft Teams is governed by Microsoft's unmatched security guidelines with better access controls and in-built data leakage prevention capabilities offered by Azure Information Protection and Microsoft 365 Data Loss Prevention. Slack has no default data protection capability to prevent data leakage and has been vulnerable to data hacks in the past.

## Netwoven's Slack to Microsoft Teams Migration Approach

With decades of experience in migration solutions, Netwoven's approach to content migration solutions has evolved continuously assimilating lessons learned from diverse use cases encountered in reality. The infographic below is a generic representation of Netwoven's approach. However, every migration project is unique and something to learn from it. Our flexibility in process and tooling allows us quickly adapt to the specific need and address it. In this process, the approach gets further updated.

	Workshop	Assess	Evaluate	Plan	Execute
<b>Focus</b>	Education & Strategy	Content Inventory & Analysis	Discovery, Prototypes & Evaluation	Migration Planning & Content Mapping	Content Migration
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Free Slack to Microsoft 365 workshop</li> </ul>	<ul style="list-style-type: none"> <li>• Generate content inventory Power BI reports</li> <li>• Review inventory analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct use case workshops</li> <li>• Prototypes, POC &amp; evaluation</li> <li>• User communications</li> </ul>	<ul style="list-style-type: none"> <li>• Migration mapping</li> <li>• Migration scheduling</li> <li>• Change management planning</li> <li>• Migration tool configuration</li> <li>• Test migration</li> </ul>	<ul style="list-style-type: none"> <li>• Bulk content migration in waves</li> <li>• Automation testing</li> <li>• User acceptance testing</li> <li>• Final migration</li> <li>• Post migration support</li> </ul>
<b>Results</b>	<ul style="list-style-type: none"> <li>• High level approach</li> </ul>	<ul style="list-style-type: none"> <li>• Current Slack assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Documented use cases</li> <li>• Buy-In from your business users</li> </ul>	<ul style="list-style-type: none"> <li>• Migration planning &amp; scheduling</li> <li>• Streamlining of tools and processes</li> </ul>	<ul style="list-style-type: none"> <li>• Minimal business downtime</li> <li>• Flexible scheduling</li> <li>• Content migrated</li> <li>• 100% content validation</li> </ul>
<b>Duration</b>	1/2 Day	2 to 3 Weeks	3 to 4 Weeks	4 to 6 Weeks	Depends on content

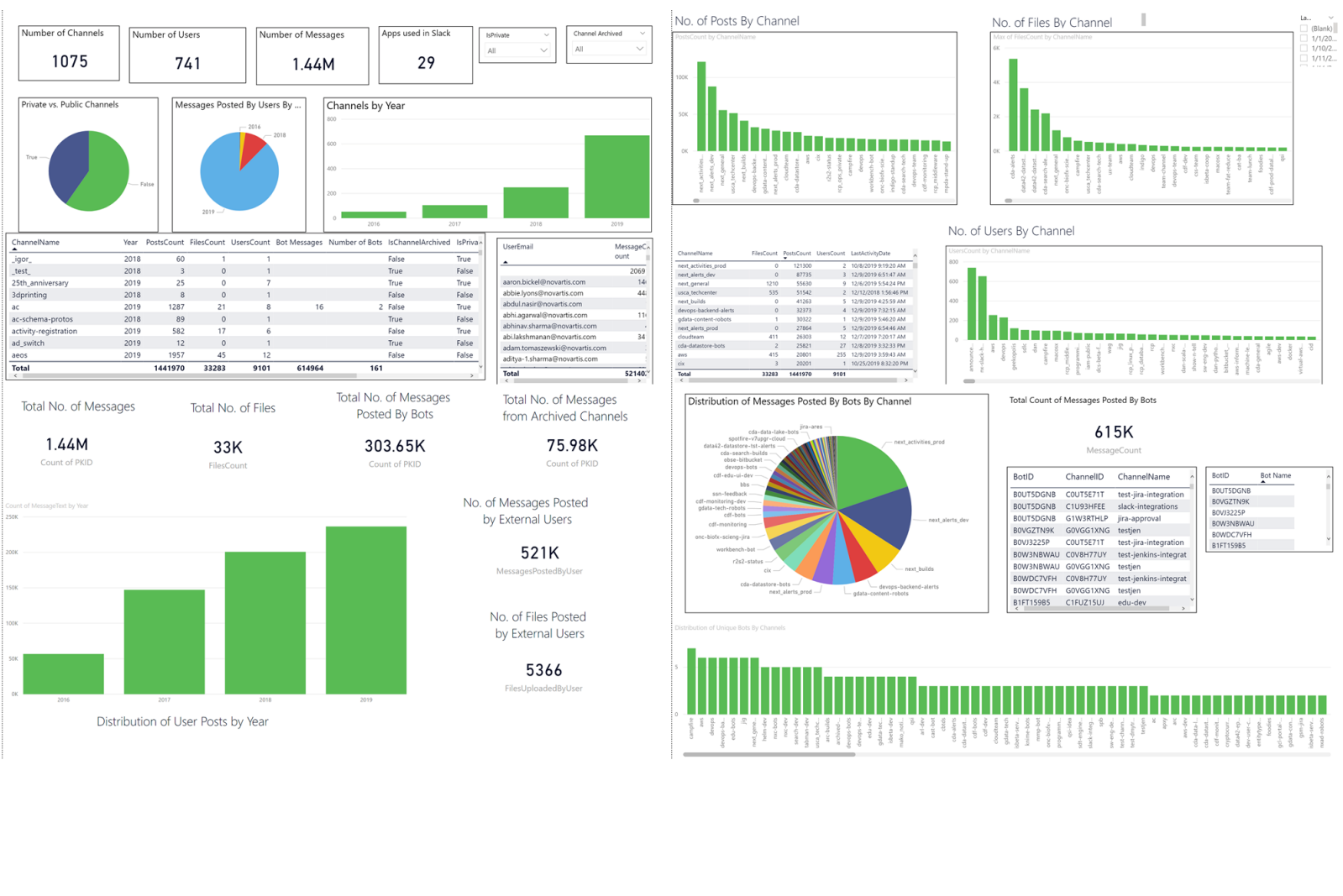


At the core of our approach is the ability to understand the existing repository and its usage pattern. We engage stakeholders early in the game, to get a clear picture of what is working and what needs to improve. After all, Netwoven does not consider the migration as just relocation of content from one repository to another, rather it's an excellent opportunity for business houses to evaluate their content from the point of making better use of the same and archive the historical content at a lower cost alternative storage.

Our customers receive engaging experiences all through their journey of transformation. They are kept updated about the status through real-time dashboards with notifications of their actions as and when needed. The result is therefore always as per their expectations and devoid of any surprises.

# Netwoven's Migration Strategy

Performing an in-depth assessment is always at the forefront of our successful migration strategy. Entire migration planning depends on the outcome of the assessment. The plan also depends on the capability of the tool being used for the migration. None of the commercially available migration tools can deliver the agility, speed, and perfection needed for Slack to Microsoft Teams migration. Netwoven has therefore designed its own proprietary state-of-the-art cloud-based tool, which can scale on demand and deliver migration speed at a rate over a million posts per hour.



Slack migration is not just about the migration of messages, the collaboration ecosystem is enriched by several 3rd party apps that empower users to perform several activities that are distinct on their own but related from the overall process point of view. Slack users have become quite habituated with some of these apps and every user group has found its sweet mix of a few related apps to stay on top of their process needs. To achieve success from the migration, we need to reposition these user groups with a similar ecosystem of Apps. Since the inception of Teams, many of the dominant app providers have also come out of their offerings for Teams. However, it remains a challenge to migrate apps related messages from Slack to Teams in a fashion that retains their effectiveness. At the same time, it could turn out to be a costly effort. Netwoven performs a detailed assessment of Apps deployed to the Slack instance to surface their usage pattern and help decide what apps to migrate and what to ignore to get maximum value for money.

Netwoven’s migration commitment does not stop at just posting the content at target, but we take complete responsibility to validate the migrated content at target. This is crucial for our customers as many of the migration-related inconsistencies may not surface for years. Below are the highlights of our migration strategy.

### Assessment



- Understanding of existing content, structure and usage pattern
- Reach out to stakeholders & users for their priorities and constraints

### Proprietary Migration Utility



- Proprietary tool(s) to overcome limitations of commercially available tools
- Maximize throughput and efficiency
- Flexible content mapping
- Effective processing of delta content for minimizing downtime

### User & Permission Mapping



- Handling of inactive users
- Dealing with external user access
- Transform Slack permission model to O365 groups model

### Validations



- Validate item count, metadata values
- 100% validations using automation testing

### Scheduling



- Considering business priorities and constraints, group channels in waves
- Effective utilization of migration resources

### Adoption



- Strategic change management
- Effective communications plans
- Community, support and outreach programs
- Targeted training
- Measure success



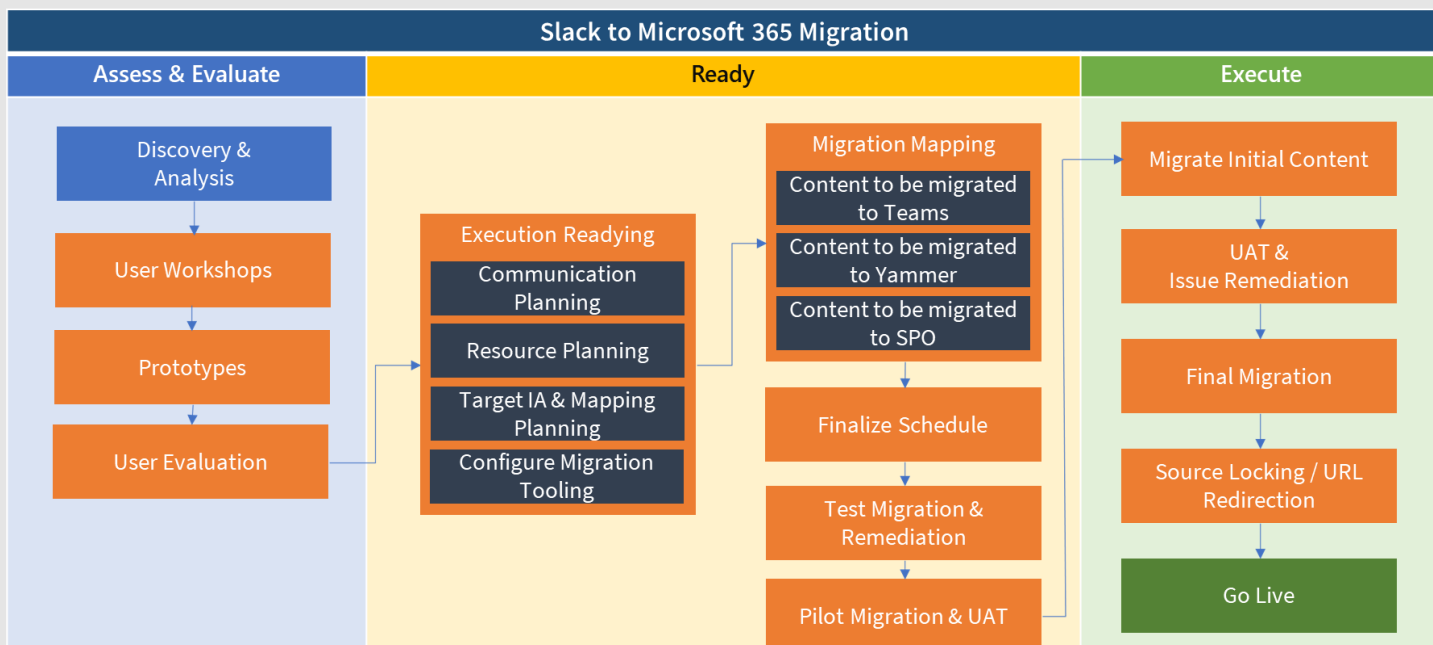
The partnership forged by Conga and Netwoven has resulted in substantial and long-lasting benefits to the entire organization, providing enhanced collaboration, simplified management, and reduced cost by standardizing on the Microsoft 365 suite of tools.”



**Praniti Lakhwara**  
CIO  
**conga**



# Netwoven's Migration Process



Netwoven treats migration as a journey. Beyond transferring content from source to target, it is the experience of all stakeholders throughout this journey that spells the success of the process. Netwoven's migration process encourages stakeholder participation at every stage. As migration projects typically impact a large userbase, keeping them updated with a proper communication plan is considered a major success criterion. From our experiences of multiple projects, we have designed communication templates for reaching out to users at various stages of migration with updates. Users are also communicated about the impact on their work and expectation from them if any.

As indicated earlier, a detailed assessment is always at the forefront to start with. Assessment outcomes are discussed in the workshop with stakeholders and a few options get shortlisted. To finalize one of the options, we facilitate quick Prototype Migrations, highlighting the outcomes of all shortlisted options and highlighting the pros and cons of each one.

Once the approach is finalized, detailed planning for the migration is chalked out along with any tweaking of the tooling if so needed. An optional Test Migration is carried out in case the updates to tooling are significant, to ensure tools deliver correct output. What is critical, however, is a Pilot Migration where a sample set of source channels are selected that makes a good representation of variations for the complete set of channels in the scope of migration. To validate the outcome of the Pilot Migration, a team of experienced users are handpicked, who performs detailed validations of Pilot Migration output. Once satisfied with the Pilot Migration outcome, the Full Migration is executed.

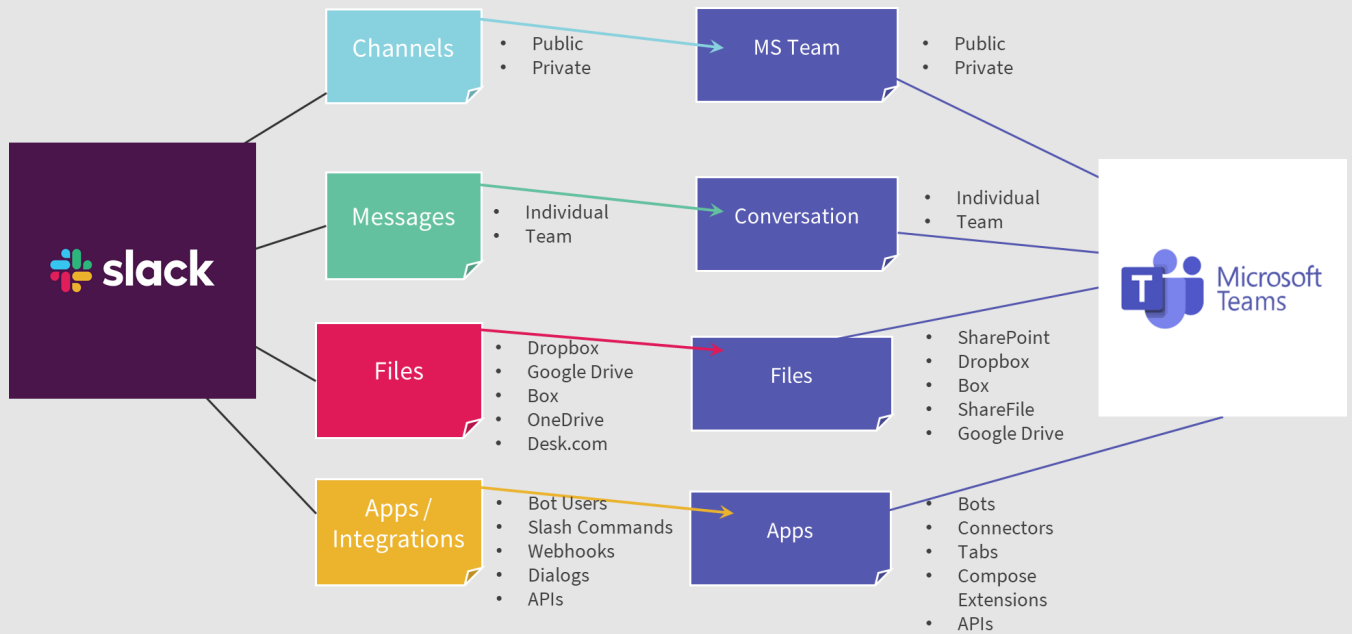
One of the objectives of Netwoven's approach is to minimize the blackout duration and ensure business continuity. As Full Migration may take anywhere from a couple of weeks to months depending on the volume of migration items, we allow our customers to continue their usage of Slack as usual during this period, without causing any disruption in business processes. As a result, additional content gets created during this transition period, that needs to be migrated over as well. We make use of Cutover Migration to take care of this freshly added content. This is typically done over a weekend, and this effectively eliminates the blackout window.



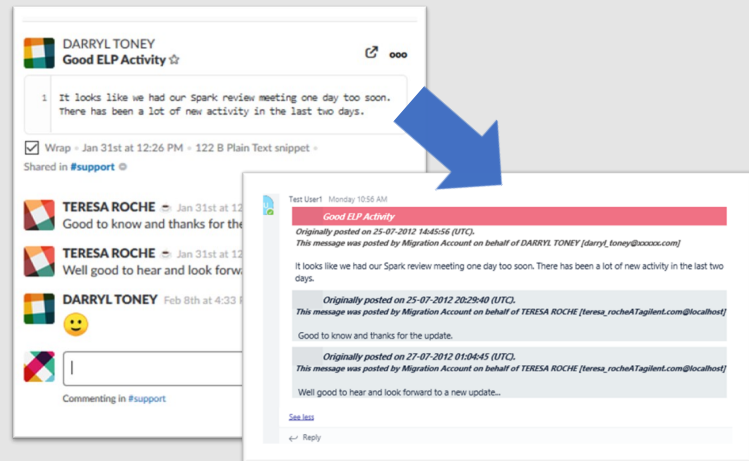
# Content mapping between Slack & Teams

In terms of Content Types and container hierarchy, Microsoft Teams matches up well with Slack. However, there are a few key differentiators:

- ✔ There is no Slack Workspace equivalent in Teams. All contents of a workspace are therefore distributed over one or more Teams
- ✔ Slack Channels are the logical equivalent to Teams, as well. Channels in Slack are full-fidelity containers that can have their security policies and so do Teams. Though channels under Teams also support unique permissions, the number of such private channels under Teams is limited. For all practical purposes, one-to-one mapping between Slack Channel and Microsoft Teams proves most effective. Content from a Slack Channel is copied over to the default (General) Channel under Teams or gets further distributed to multiple Channels to preserve or induce logical groupings.

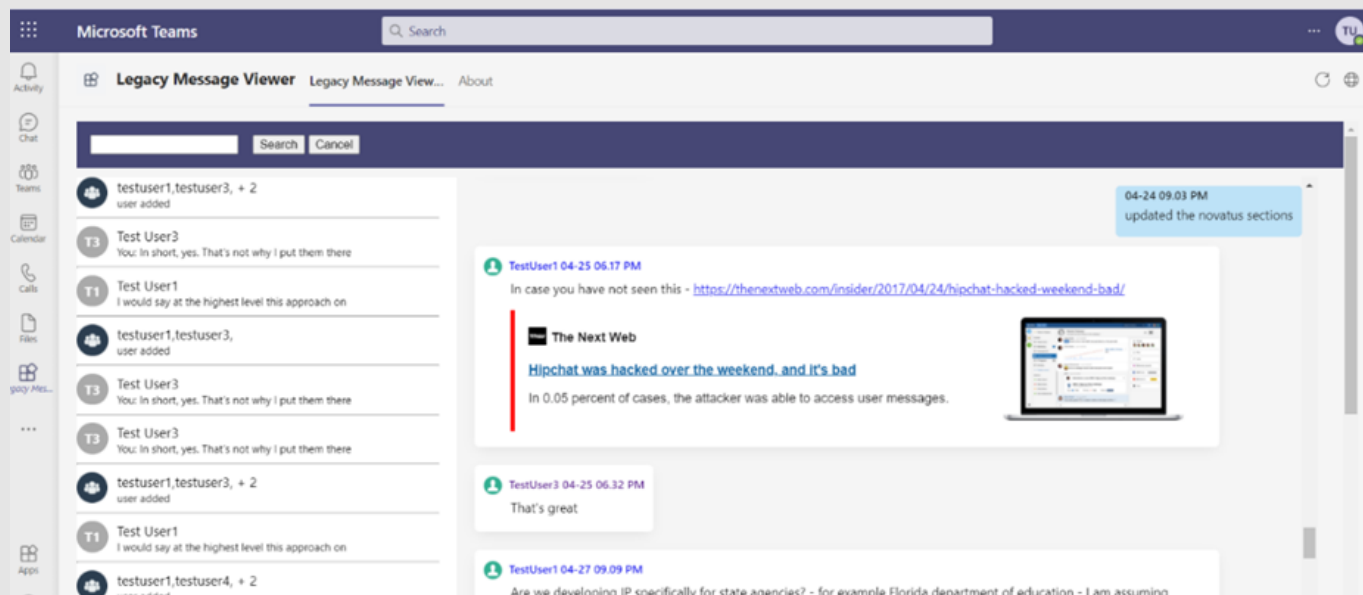


- ✔ Slack supports two types of messages – Channel and Direct. Direct Messages (DM) can be one-to-one or in group chat. Teams to support these message types. Microsoft provides API support for migrating Channel Messages, though there is no such support for DMs. Netwoven makes use of Microsoft APIs in its tool(s) to migrate channel messages. Advantages of this approach include retention of authorship information and timestamp from Slack.

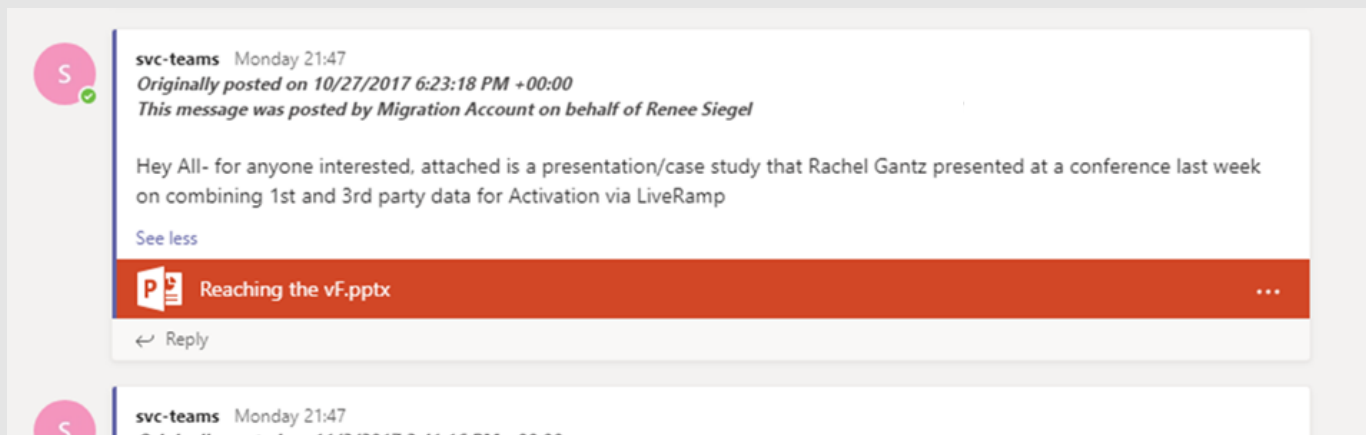


# Content mapping between Slack & Teams

- ✔ For DMs, we have designed a proprietary solution to deliver a user experience that is very close to native use experience direct messaging in Teams.



- ✔ Files from Slack messages get uploaded to document libraries of SharePoint site, that are associated with every Teams. File links are created within the corresponding message body creating a native Teams messaging experience here as well.



- ✔ Migration of Slack Apps and related messages needs detailed insight about the apps that are being used. This is because apps migration could be tricky and expensive. Apps are classified from multiple dimensions, like their usage pattern, availability in Teams, repository locations, etc. Most of the Slack Apps use adaptive cards for user interaction. Typically, high-usage apps that are also available in Teams, do get migrated nicely for future usage in Teams. Existing apps messages are rendered over a generic Adaptive Card template in Teams.



# Key Migration Challenges

- ✔ Export of Slack content in the right format is crucial for migration downstream planning and timeline. The process of export that includes files, is convoluted and requires Slack approval.
- ✔ Correct judgment on migration scope is vital as you need to weigh between cost and benefit.
- ✔ Expecting exact representation of Slack posts with decorated emojis etc. may not be realistic as it could make the process quite expensive.
- ✔ Setting user expectations about the changes in usage pattern is important for the project's success as different user groups might have developed their comfort zone within the Slack ecosystem. For them, it would feel like starting from scratch.
- ✔ Migration of all types of App messages could be daunting and effort-intensive as every app use their specific message schema. So, better to be judicious in what types of App messages we migrate.
- ✔ Maintaining business continuity by managing delta and post-migration challenges
- ✔ Analyzing and migrating integrations & customizations

# Conclusion

Not just a migration tool, Netwoven offers a complete end-to-end migration solution for your organization. No two migrations are identical, and every migration has its unique challenges. There is a saying that migration is not done till the last bit of content is migrated and well after. Netwoven walks you through every stage of the migration process and helps you deal with challenges and surprises with rich experience gathered over diverse forms of migrations it performed for all types of organizations.

**Contact us today to start Slack migration assessment →**



## About Netwoven, Inc.

Netwoven is a leading professional services provider that enables Digital Transformation for businesses by leveraging the wide range of Microsoft products. We help organizations design and deploy comprehensive and cost-effective solutions for Collaboration, Analytics, Security, and Customer Relationships. We support our customers with their Digital journey using Microsoft's leading cloud platforms: Microsoft 365, Dynamics 365 and Azure.

