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EMPOWERING DIGITAL TRANSFORMATION

PST Migration
Preparation Guide

Introduction

This guide will prepare you for the data transformation project which is ahead of you. If you're reading this, you're interested in migrating PST files to Office 365. It could be:

- PST files from end user workstations, and laptops
- PST files from leavers
- PST files from network storage

Let's start by briefly describing the top 5 things to consider when migrating PST files to Office 365.

Top 5 Things to Consider When Migrating PST Data to Office 365

1

Understand the impact

PST files represent a major source of risk to many organizations. However, when removing them it is important to consider the end user or business impacts and map out a process which addresses those issues. It is critical to visualize how the overall process of migrating the data will look in your organization.

2

Choose the right approach

While there are free tools that import PST data into Office 365 these tools lack many features that will be needed to ensure the migration project is a success. Some migration solutions might involve significant infrastructure in your data centers in order to perform the migration. PSTComplete leverages the ReMAD Platform which is 100% cloud native technology giving you the ability to scale to meet the demands of your organization.

3

Always do a proof of concept! Always!

Our experience shows that no two PST migration projects are the same. This is why we always recommend you do a proof of concept with our solution in your environment, with your users and your data. During concept proof, you can introduce processes to end users and collect feedback so that the entire end-to-end process meets your project requirements.

4

Plan ... Plan ... and Plan ...

It is important to take key elements from #1 'Understand the Impact' and match key strategy areas with process methodologies. Consider the overall timetable of the migration, how you will communicate to help end users understand where they are in the process, and ensure that there are comprehensive reporting dashboards to easily visualize and track progress.
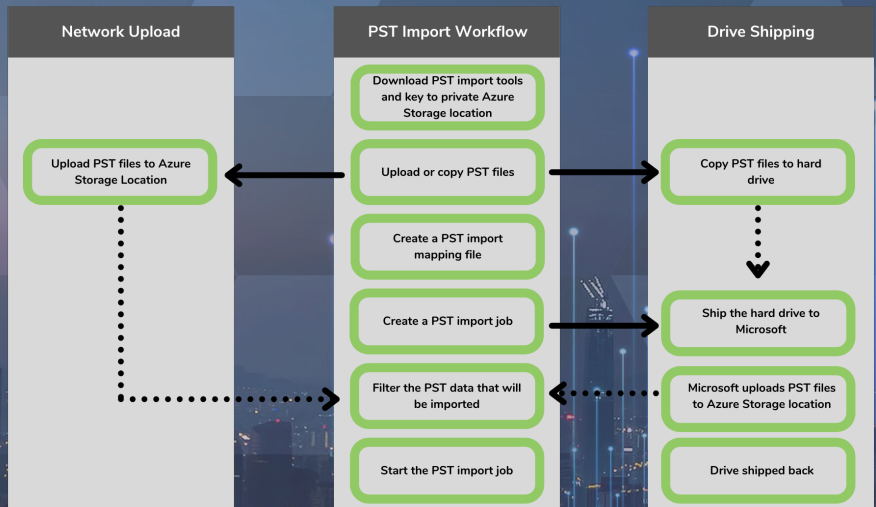
5

Prepare for the unexpected

Sometimes in migration projects unexpected challenges will appear, so ensure your team is ready to handle and adapt to any surprises. Potential storage limits in Office 365, service protection throttling and PST ownership issues are just some of the things that may appear in your project.

MANUAL METHOD

If you have a small group of PST files which need to be imported into Office 365, you may consider the free PST import service from Microsoft. The import service in the Office 365 compliance center can be downloaded to bulk-import PST files to Exchange Online mailboxes in your organization. There are two ways you can import PST files to Office 365 with this service. There is the Network Upload method and the Drive shipping method. These manual methods will allow you to map and migrate data, however there are limitations. Here is an illustration which provides an overview of the primary workflow for both methods.

Network Upload	PST Import Workflow	Drive Shipping
	Download PST import tools and key to private Azure Storage location	
Upload PST files to Azure Storage Location	Upload or copy PST files	Copy PST files to hard drive
	Create a PST import mapping file	
	Create a PST import job	Ship the hard drive to Microsoft
	Filter the PST data that will be imported	Microsoft uploads PST files to Azure Storage location
	Start the PST import job	Drive shipped back

LIMITATIONS AND CHALLENGES

Our clients often comment how the import service method from Microsoft has its challenges and limitations. While this tool has the ability to process data, it removes the PST from the end user during migration. This may impact the business process and result in a disruptive end-user experience. Consider a purpose-built migration tool which allows read-only access to the PST file during migration. The Cloudficient PSTComplete migration solution utilizes decentralized microservices orchestrated by Kubernetes clusters. This allows your organization to introduce and automate many of the manual tasks utilized in the free tool.

COMPETITIVE LANDSCAPE

When it comes to PST migration tools there are a few options outside of the Microsoft Tool. Consider a migration tool which addresses the needs of your organization and can adapt to your business needs.

Project Time
Can the migration tool minimize the time it takes to migrate all PST files? Are reports available to show progress?

Migration Data Quality
Is ownership of the PST file validated as part of the workflow? Is it an error-prone manual approach, or is there automation?

Return on Investment
Does the chosen solution require a heavy investment of company personnel and on-premise resources? Are there parts of the solution which will help reduce support calls from end-users during the migration?

Minimize Risk
Does the solution impact end-users access to data during the migration? Does the solution do more than just moving the data by adding in additional onboarding, licensing, and communication activities?

What is Microsoft Service Protection Throttling?

Microsoft implemented Service Protection Throttling in December 2020 to protect shared tenants from each other's workloads. (150MB/mailbox/5 min). This level of protection may challenge some vendors to provide adequate migration rates. While we don't know how other vendors plan to handle this, based on the older architectures it will be difficult and/or expensive. Cloudficient has addressed Service Protection Throttling.

Depending on your migration needs, size and complexity of the project requirements, all vendors may be able to provide a suitable outcome. The key differentiator is the approach taken. Large complex migrations > 50 TB typically require an enterprise grade solution. Cloudficent cloud native technology can handle the workload and easily scale.

Click **here** to watch our video on Service Protection Throttling

INTRODUCING PSTCOMPLETE

PSTComplete enables enterprise organizations to reduce risk and facilitates eDiscovery / Compliance by migrating PST content into Office 365, giving end-users and legal teams a better overall experience.

PSTComplete enables project governance across numerous PST migration profiles progressing each user individually through the appropriate fully audited workflow process. Built on cloud native technology, PSTComplete automates PST migrations at enterprise scale – going as wide as possible to achieve maximum speeds and ensure project timelines!

Other features of PSTComplete

No PST mapping file required: The PSTComplete solution validates ownership and maps the target as part of the migration workflow.

Robust Workstation Agent: With the introduction of the PSTComplete workstation migration agent, there is no need to manually copy data from the end-point to the cloud. The migration agent discovers PST data and performs the data transfer.

End-user experience: The Cloudficient workflow orchestration engine allows your organization to trigger end-user communications as part of the PST migration process. This ensures your user base is aware of upcoming changes.

Project Governance: PSTComplete offers robust reporting and tracking features. This will alert of any issues and allow your team to forecast project milestones

Performance and Scalability: Cloudficient ReMad platform built with Cloud Native technology allows your migration project to scale on-demand. This offers a truly unlimited scale and minimal cost.

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With unmatched next generation migration technology, Cloudficient is revolutionizing the way businesses retire legacy systems and transform their organization into the cloud. Our business constantly remains focused on client needs and creating product offerings that match them. We provide affordable services that are scalable, fast and seamless.

If you would like to learn more about bringing Cloudficiency to your migration project, visit our website, or contact us.

www.cloudficient.com