



Getting Started Guide

SMB Migration Planner

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Migration Suite

SkyKick's white-labeled Migration Suite is an integrated set of four products that help you plan, move, set-up, and manage your customer's migration to Office 365.



Application Suites Comparison



Awesome data quality and time saving features for the times when your customer simply needs data migrated.



Complete SMB project automation for organizations between 1 and 250 seats.



Complete project automation for organizations with more complex migration scenario, such as staged migrations.

SELL & PLAN	Data Only	SMB App	Enterprise App
Automated Server Discovery	✓	✓	✓
Automated Mail System Discovery	✓	✓	✓
Fancy Mode		✓	✓
Licensing Discovery & Selection		✓	✓
Migration Report Generation		✓	✓
Multi-Server/Multi-Protocol			✓
Staged Migrations			✓
MIGRATION SYNC			
Account/User Provisioning		✓	✓
Full Fidelity Server Data Sync	✓	✓	✓
Automated DNS Redlegation		✓	✓
DESKTOP/SERVER			
Outlook Assistant		✓	✓
Exchange Assistant		✓	✓
MANAGEMENT			
Migration Manager	✓	✓	✓
End User Communications		✓	✓
Project Management App		✓	✓

SkyKick Application Suite



1 Migration Planner

With just an email address and password, automatically discover your customer's email environment and configure a migration plan that's right for your customer.



2 Migration Sync

Data automatically synced before, during and after migration cutover. Full fidelity sync technology ensures no data loss on final data sync post cutover. Account provisioning and DNS updates take place during Migration Sync.



3 Outlook Assistant

The Outlook Assistant performs desktop readiness and remediation, configures Outlook to work with Office 365, moves local data as required, and recreates the user's previous Outlook experience as closely as possible post-migration.



4 Migration Manager

The Migration Manager provides you and your team a single place to easily track, monitor the status and take action on your In Progress, Saved and Completed projects.

Migration Planner



1 Migration Planner



2 Migration Sync



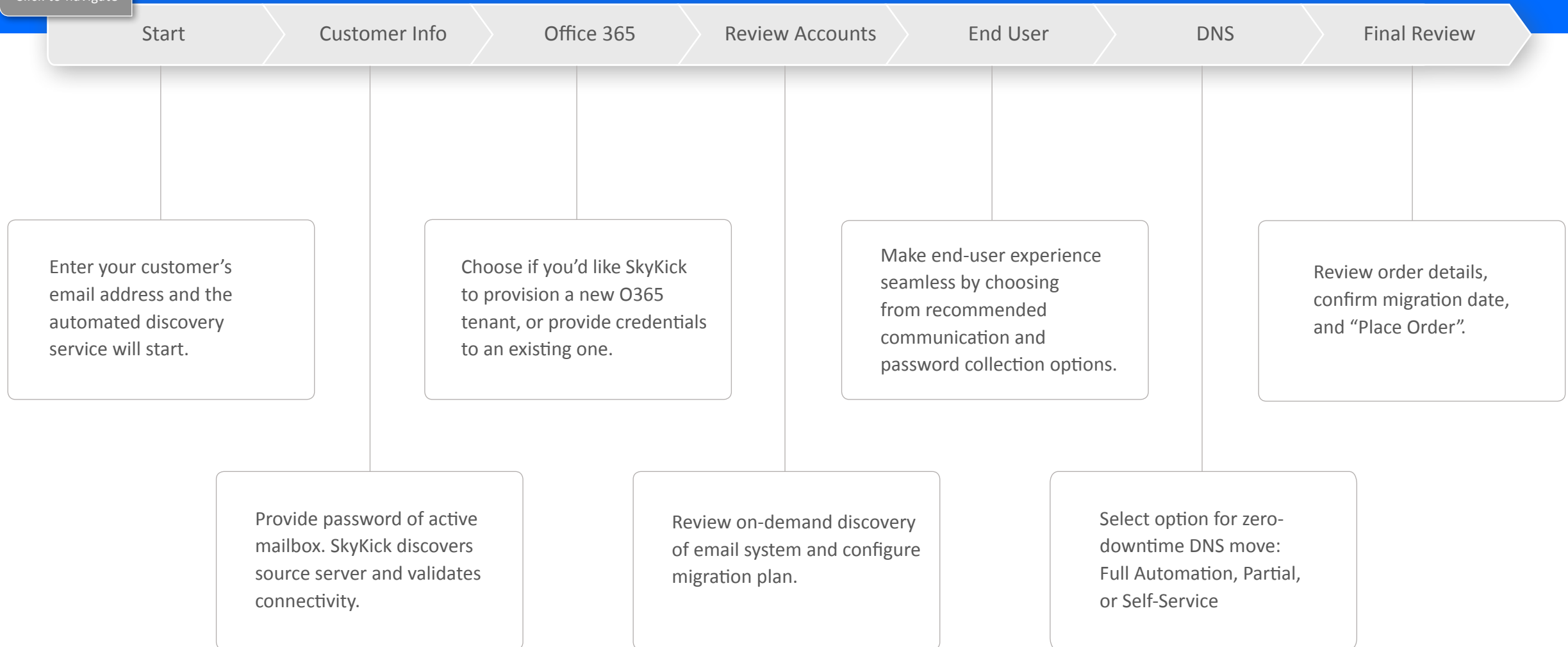
3 Outlook Assistant



4 Migration Manager



Migration Planner

[Click to navigate](#)

Migration Planner

Start

Customer Info

Office 365

Review Accounts

End User

DNS

Final Review

Enter an email address of any user on the primary business domain, and SkyKick will discover key information about the customer's environment to help you sell and plan the migration project.

Migrations

Manager

+ SMB Project

+ Enterprise Project

+ Data-Only

In Progress

Saved

Completed

Activities

Backups

Communications

DNS Manager

Learning Center

Admin

New SMB Migration

Start

Customer Info


Office 365

Review Accounts

End User

DNS

Final Review




SMB Project Planner

Create a FREE customized migration plan for your customer in minutes. To start, get your customer's email address and password and the app will guide you step-by-step.

Next >

Fear not - your migration won't start until you say go on the Final Review step.

 **Microsoft**

Internal-Use Rights Migration

FREE SkyKick Migration of your company's email using your Internal-Use Rights (IUR) licenses. [Offer details](#)

☐ Yes, this is an IUR order, and I agree to [terms and conditions](#)

What information do I need in the Migration Planner?

- Any active user's email address and password on their current system.
- Office 365 credentials (only if customer already has an Office 365 account)
- Domain Registrar credentials (optional)

Will anything I do in the Migration Planner affect my customer's email system?

- No. There will be no impact to the customer's source environment while using the Migration Planner.

Need more help?

- Click "Help" next to your name at the top of each step for answers to specific FAQ's
- SkyKick supports partners 24 x 5 via email and phone support.

Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Migration Planner

Migration Sync

Outlook Assistant

Migration Manager

7

Migration Planner

Start

Customer Info

Office 365

Review Accounts

End User

DNS

Final Review

Provide basic information about your customer so you can save your progress and return at your convenience.

Saved
Completed
Activities

Backups
Communications
DNS Manager
Learning Center
Admin

Email Provider **Google**
Registrar **GoDaddy**

Customer Point of Contact

Who is going to receive the project notifications and status messages? This person will not receive any communications until the order is placed.

Customer first name
Customer last name
Email address
Customer company name

Source Email System

Simply provide an email address and password for any active user, and we'll automatically discover the email system information

Email address
Email password
Confirm password
[Show settings](#) [Connect](#)

Additional domains? You can add those in the 'Review Accounts' section.

[Save for later](#) [Next Step >](#)

What does “Email Provider” mean?

SkyKick automatically detects the customer’s current email service. “Self / Co-Located” indicates that their current email server likely resides on premise rather than hosted online.

What are the basic requirements for migration?

Typically, any email system which allows email users to access their email remotely via webmail.

Why does SkyKick need the customer’s information?

This information is being used to help you track the project once it is underway. Your progress is saved so you can pick up where you left off.

Will this person be notified when I click “Next Step”?

No. The company being migrated will not receive any communications until the order is placed after “Final Review”.

What is happening in the “Source Email System” step?

Enter Password for any active (non-test) user on any mail system. The Migration Planner will automatically verify source server connectivity and then discover the email infrastructure. The source system will be unaffected when you hit “Connect” or “Next Step”.

Click the “Help” link at the top of the Migration Planner for useful information and FAQ’s about each step.

Migration Planner

Start

Customer Info

Office 365

Review Accounts

End User

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Final Review

Once a connection has been made, the SMB Planner shows you additional information about the source server. This allows you to check to ensure that the connection was made as expected and is using the expected protocol.

Email Provider **Self or Co-Located**

Registrar **GoDaddy**

Customer Point of Contact

Who is going to receive the project notifications and status messages? This person will not receive any communications until the order is placed.

Customer first name

Migration

Customer last name

User

Email address

Customer company name

Source Email System

Simply provide an email address and password for any active user, and we'll automatically discover the email system information.

Email address

migration.user@domain.com

Email password

Confirm email password

Show settings

Test

Additional domains? You can add those in the 'Review Accounts' section.

What is a 'URI', and how do I find it?

In most cases, SkyKick automatically discovers this address.

A URI is a "Uniform Resource Identifier". It is a unique address for a server, page or endpoint. For the purposes of a migration, the URI is the connection point which the SkyKick application will use to access mailbox data from the source email server.

What are good steps for troubleshooting connection, if necessary?

- Entering in server information is not required in most situations.
- To troubleshoot, verify the credentials successfully log in to a mailbox at the customer's source.
- If this person's username is different than the email address, click "Show Settings" and type the exact login username
- In "Show Settings", you can also manually provide connection settings to the source server (if needed).

Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Migration Planner

Start

Customer Info

Office 365

Review Accounts

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Final Review

Choose to either provide a pre-existing destination Office 365 tenant, or have SkyKick provision one from scratch.

Source Email System

Simply provide an email address and password for any active user, and we'll automatically discover the email system information.

Email address ✓

Email password ✓

Confirm email password ✓

[Hide settings](#)

Speed up the connection process by providing more details.

Email system ✓

Protocol ✓

Username ✓

URI ✓

↕ Test

✓ Connection successful!

Additional domains? You can add those in the 'Review Accounts' section.

If I have a pre-existing O365 tenant, what O365 credentials do I provide?

Global admin credentials are required. Credentials are only required if the customer has an Office 365 account already provisioned as a destination for the migration, such as with Microsoft Open, EA, or Office 365 trial.

Can existing O365 admin credentials be provided later?

Yes. You can proceed through the next steps of the web planner and return to this step prior to placing order on "Final Review" step.

Will SkyKick buy more licenses if they are already procured through Microsoft?

No, SkyKick will detect and use any Office 365 Licenses already present in the destination Office 365 tenant. Alternatively, SkyKick can automatically purchase the correct licenses on your behalf.

What is an O365 "tenant domain"?

An Office 365 "Tenant Domain" is a free internal domain that Microsoft provides which is unique to each O365 account. It follows the format of tenantname.onmicrosoft.com. Microsoft will not allow an Office 365 tenant domain to be used if it is already taken. SkyKick checks tenant domain availability against Microsoft's database.

Note: The tenant domain is visible to users inside the organization who are licensed with SharePoint and cannot be changed, so it is important to confirm this detail early in the planning process.

Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Migration Planner

Start

Customer Info

Office 365

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Final Review

SkyKick displays the mail system architecture and details that have been automatically discovered.

Mailbox Address Actions Alias BE BP EO1 E1 +

adam.fox@skdemo-exch2k10.net	+					
alberto.benson@skdemo-exch2k10.net	+					
alexandra.arnold@skdemo-exch2k10.net	+					
alice.bolden@skdemo-exch2k10.net	+					

MAILBOX ACTIONS

☒ Keep Individual Mailbox (Default)

alice.bolden @ skdemo-exch2k10.net

☐ Create an alias for the original email address

☐ Make Shared Mailbox

☐ This is currently a shared/Resource Mailbox

Forward Email To (removes mailbox):

☐ A Different Individual Mailbox (Alias)

☐ Group of Users (Distribution Group)

☐ Remove from Migration Plan

MIGRATION OPTIONS

☒ Migrate Data to this Individual Mailbox

☐ Migrate Data to a Different Mailbox

☐ Do Not Migrate Data

Cancel Update

alice.rubin@skdemo-exch2k10.net	+					
andi.macleam@skdemo-exch2k10.net	+					
archer.lovegrove@skdemo-exch2k10.net	+					
barhara.harris@skdemo-exch2k10.net	+					
bryan.moore@skdemo-exch2k10.net	+					
caiden.bruce@skdemo-exch2k10.net	+					

Previous 1 2 3 4 5 Next Results per page 10 Showing 1 - 10 of 52

Overview

The Review Accounts step is one of the key planning phases where you and your customer can compare licenses, add and remove users, and customize your migration.

1. Licensing: Select the appropriate licenses in context of the users
2. Add or remove users, aliases, and DG's
3. Public Folder & Shared Mailbox memberships: Add/Edit access info
4. Fancy mode: Configure advanced email migration operations by separating mail routing from data migration
5. Bulk Fancy Mode: Select large numbers of users to change domains, email username format and other actions across many users in one acti
6. Additional Information in the Learning Center

What's a Migration Date?

The Migration Date is the day and time the mail flow will switch to Office 365 and the end users will begin using Office 365. This is commonly known as the "Cutover Date". Staged migrations are also available in the Enterprise Web Planner. The Migration Date can be changed at any time.

Can I import/export users via Excel?

An export of the migration plan is available on the "Final Review" step. Import of information into the Web Planner is not supported due to the breadth of migration options available.

What do SkyKick migration fees apply to?

Migration fees apply to any entity where email data is being migrated to Office 365 including Mailboxes, top-level Public Folders and Shared Mailboxes.

Migration Planner

Start

Customer Info

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Select when and how you want to communicate with end-users about the upcoming migration.

Standard

Recommended Migration
Standard Migration - Based on the Detected Configuration, the Web Planner has pre-configured the migration settings for this project using the Standard Migration presets. A Standard Migration requires minimal to no configuration of the source environment, with the requirement on each end-user to sign into the SkyKick application to provide their credentials and download and install the Outlook Assistant.
Note: Enabling Password Sync and SSI will make your migration eligible for a Hands-Free migration where end-user credentials will not be required.

Detected Configuration

- ✗ DirSync
- ✗ Password Sync
- ✓ Exchange Assistant Supported
- ✓ SSI Compatible
- ✗ Google

Migration Summary

- ✓ **Source Mailboxes** - Access to the source environment will be via SSI /Google OAuth 2.0
- ✓ **Outlook Assistant** - The Outlook Assistant will be used to reconfigure each end-user's Outlook Client.
- ✓ **Outlook Assistant** - The Outlook Assistant will be downloaded and installed by each end-user via the Password Reception Page.
- ✓ **Office 365 Credentials** - Users will have their credentials set by the SkyKick Application.
- ✓ **Communication** - Each end-user will receive an email with their unique Password Reception URL.

SETTINGS

Source Mailboxes

skdemo-exch2k10.net

☐ Access individually with End-User Credentials

☒ Access all mailboxes with one privileged Account (SSI)

Impersonation Account: skdemo-exch2k10.net

Password: [REDACTED]

Outlook Assistant

☒ Users will download the Outlook Assistant via the Password Reception Page

☐ Deploy the Outlook Assistant via the MSI (typically via Group Policy)

End User Credentials

☒ Users will submit them, via the password Reception Page

☐ I will submit them, manually via the SkyKick Partner Portal

Office 365 Credentials

☒ Set Office 365 credentials using SkyKick Application

Communications

☒ Each End User

☐ Partner Contact

☐ Customer Primary Point of Contact

Timeline

	Credentials & OA	Final Instruction	Switching Now	Migration Complete
Outlook	3/21/15, 05:00 pm	4/15/15, 00:00 am	4/15/15, 05:00 pm	Final Sync Complete

Next Step >

Hands-Free

Recommended Migration
Hands-Free Migration - Based on the Detected Configuration, the Web Planner has pre-configured the migration settings for this project using the Hands-Free migration presets. An Hands-Free Migration is the richest migration experience with minimal to no end user interaction required. You will be required to complete the configuration of the source environment and make provisions to deploy the Outlook Assistant.

Detected Configuration

- ✓ DirSync
- ✓ Password Sync
- ✓ Exchange Assistant Supported
- ✓ SSI Compatible
- ✗ Google

Migration Summary

- ✓ **Source Mailboxes** - Access to the source environment will be via SSI /Google OAuth 2.0
- ✓ **Outlook Assistant** - The Outlook Assistant will be used to reconfigure each end-user's Outlook Client.
- ✓ **Outlook Assistant** - The Outlook Assistant will be deployed via Group Policy or other centralized MSI deployment tool.
- ✓ **Office 365 Credentials** - Users have been created in Office 365 via DirSync and have had their credentials set by Password Sync.
- ✓ **Communication** - No automated communications will be sent by the SkyKick Application.

SETTINGS

Source Mailboxes

skdemo-sandbox.com

☐ Access individually with End-User Credentials

☒ Access all mailboxes with one privileged Account (SSI)

Impersonation Account: migrationuser

Password: [REDACTED]

Outlook Assistant

☐ Users will download the Outlook Assistant via the Password Reception Page

☒ Deploy the Outlook Assistant via the MSI (typically via Group Policy)

Communications

☐ ON

☒ OFF

Next Step >

In the “End User” step SkyKick will present one of two paths which are available based on your customer’s environment:

- 1. Standard SkyKick Migration:** End users provide email credentials for migration and download the Outlook Assistant via simple automated communications and secure URL web form.
- 2. Hands-Free Migration:** No end-user action required. For environments that have the Password Sync feature of DirSync and Source-Side Impersonation enabled. Access to source mailboxes is facilitated by Source-Side Impersonation and the Outlook Assistant is deployed via centralized MSI deployment technology such as Group Policy or Windows Intune.

Click the “Help” link at the top of the Migration Planner for useful information and FAQ’s about each step.

Migration Planner

Start

Customer Info

Office 365

Review Accounts

End User

DNS

Final Review

SkyKick has 3 different DNS options to suit your customers' needs.

☒ **Fully Automated** - I can provide Registrar Credentials to enable full service, secure, DNS migration.

Tasks 0

The Fully Automated option is the best migration option. Our technology optimizes the DNS process to ensure zero email downtime, and zero effort on your part. NOTE: Customer's domain registrar and ownership will not change. If needed, 1 week after the migration you can switch the Name Servers back.

Primary Domain

Email Domain skykickdemo1.com

Domain Registrar GODADDY.COM, INC.

Admin Username

Admin Password

☐ Show Password

☐ **Partially Automated** - I cannot give SkyKick Registrar access, but can move Name Servers to SkyKick.

Tasks 2

☐ **Manual** - I cannot give Registrar access, and cannot move Name Servers to SkyKick.

Tasks 8

How does SkyKick's DNS automation work?

In this planning step, choose from 3 DNS options.

- Fully Automated
- Partially Automated
- Manual

If you're choosing an option which involves Skykick automation, SkyKick's technology ensures that no DNS services are affected in the course of the migration project.

The Manual option will generate instructions for you to make the requisite DNS changes at appropriate times.

Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Migration Planner

Start

Customer Info

Office 365

Review Accounts

End User

DNS

Final Review

Review the information and choices you've made in the Planner. You can edit dates as well as export a summary of your order to an Excel spreadsheet.

Server Sync Throttling (optional)
We recommend using the default settings which are optimized for most servers. However, throttling can be useful for scenarios where a customer wants to minimize traffic on their network during business hours or for temperamental source servers that you don't want to overload. If you have a specific need to throttle, create a custom throttle schedule below.

Office 365 License Summary

Product	Quantity	Unit Price / mo.	Cost / mo.
Enterprise E1	13	\$8.00	\$104.00
TOTAL			\$104.00

Billing

Customer credit card required to validate and provision Office 365 account.

☒ Enter customer credit card information below.

☐ Send email to company point of contact requesting credit card information.

☐ Send email to company point of contact requesting credit card information.

Card Type:

Credit Card Number:

Expiration Date (mm/yyyy): Month Year

Verification Value (CVV):

First Name on Card:

Last Name on Card:

Billing Street Address:

Country: United States (US)

State:

Postal Code:

Billing Contact Email:

☐ I have read and agree to the Terms & Conditions.

Can I still edit my migration plan?

Absolutely. Click on a previous step and you can make the appropriate changes. Alternatively, even after clicking “Place Order”, you can make changes to your migration plan up to 4 hours prior to the Migration Date.

What happens after clicking “Place Order”?

Once you click “Place Order” the migration project will begin. Depending on how you have configured the migration this may include creating the O365 tenant, creating mailboxes and purchasing or assigning O365 plans, emailing end users, and beginning to migrate data.

You will have access to the Migration Tracker where you have the control to monitor progress and make changes to the migration plan up to 4 hours prior to the Migration Date.

A technical description of the Migration Process can be found here, or for answers to more Frequently Asked Questions visit the Learning Center.

Whose billing information is required on this step?

If you've indicated you'd like SkyKick to provision Office 365 licenses in the “Office 365” step, you will be prompted to enter your customer's billing information. This will be used to create the O365 tenant account and set up Office 365 license subscriptions with Microsoft under the Advisor model. You the partner will receive POR fees for all O365 licenses provisioned by SkyKick automation.

Note: If you provided credentials to an Office 365 account (Open, EA, etc), then you will not be prompted for customer billing info.

Click the “Help” link at the top of the Migration Planner for useful information and FAQ's about each step.

Migration Sync



1 Migration Planner



2 Migration Sync



3 Outlook Assistant



4 Migration Manager



Migration Sync



Account Sync

Migration Sync provisions the Office 365 account and assigns licenses to users according to the migration plan created in the Web Planner. It even assigns POR and Delegated Admin access



Server Sync

SkyKick syncs the data before, during, and after the cutover date virtually eliminating data migration risks and ensuring a fast, flexible, and easy migration.

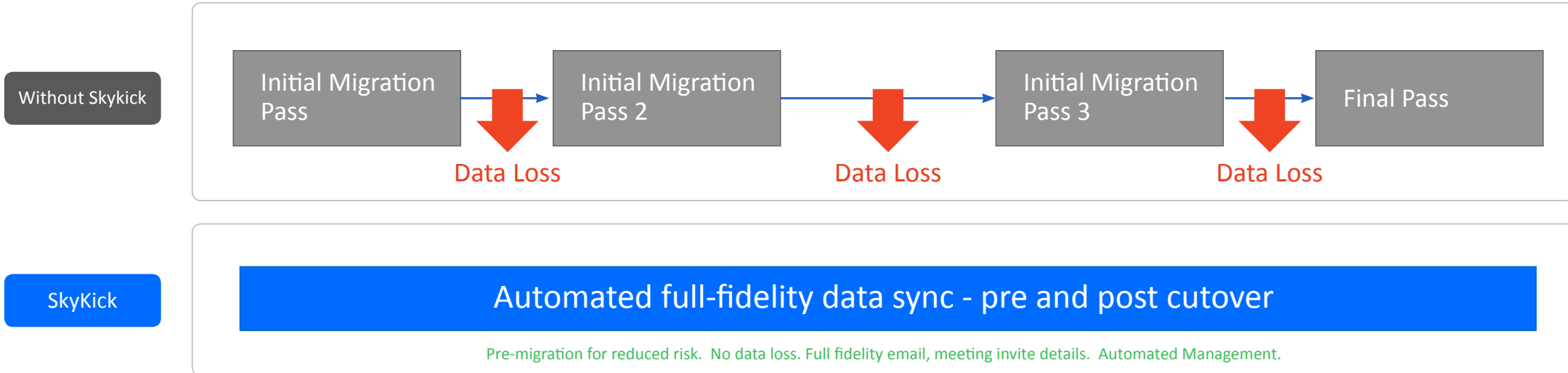


DNS Sync

DNS Sync manages the Office 365 domain redelegation process, accelerates the DNS propagation across the Internet, and is optimized to ensure zero downtime. If required, you can perform the DNS changes manually at the system-selected times within the DNS settings page.

SkyKick Server Sync Technology

Without SkyKick data migration tools can offer a series of migration passes which can be time consuming to manage and result in data loss for end users.



SkyKick's Server Technology is a ensures uniform data flow by automating the entire process into one action

Comprehensive

- All data types (email, calendar, contacts, aliases, DGs, etc.)
- Data can be moved across all settings to O365 (POP3, IMAP, Google, SBS, Exchange etc.)
- Email Integrity: Email flags, categories, folders
- Calendar Fidelity: meeting invites, attendee status

Low Effort

- Low Effort
- Fully automated
- Self healing technology adapts to server health to reduces errors and issues
- Lightning fast to reduce overall migration time
- Manual throttling for partner control
- 100% web-based

Safe

- Allows you to move all the data before the cutover, reducing risk
- Architected to ensure high levels of data security
- Server throttling reduces impact on source server network
- Data is encrypted and migrated via TLS
- Data is never stored on SkyKick servers

Customer Focused

- Hands-free technology enables a full migration with just one, master credential. Individual end-user credentials are not required, even for Outlook reconfiguration.
- Highest data fidelity reduces end user frustration
- No lost emails - sweep sync to check source mailbox every hour for 48 hours post migration

Server Sync: What SkyKick Migrates



What We Migrate

Data / Settings	POP3	IMAP	Google	SBS 2003-2011	Exchange 2003-2013
Email	✓	✓	✓	✓	✓
Calendar	✓	✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓
Tasks	✓	✓	✓	✓	✓
Data Journal	✓	✓	✓	✓	✓
Alias/Distribution Group	✓	✓	✓	✓	✓
Public Folders (unlimited)	n/a	n/a	n/a	✓	✓
Public Folder Permissions	n/a	n/a	n/a	✓	✓
Shared Mailbox	n/a	n/a	n/a	✓	✓
Massive Mailboxes (50GB+)	✓	✓	✓	✓	✓
Email Flags	✓	✓	✓	✓	✓
Email Categories	✓	✓	✓	✓	✓
Folder and Calendar Permissions	n/a	n/a	n/a	✓	✓
Mailbox Full Access Permission	n/a	n/a	n/a	n/a	✗
Meeting Invite Integrity/Status	✓	✓	✓	✓	✓
Outlook Profile	✓	✓	✓	✓	✓
Attach Additional Offline PSTs	✓	✓	✓	✓	✓
Address Autocomplete	✓	✓	✓	✓	✓
Signature Block	✓	✓	✓	✓	✓

Skykick can move data from virtually any on-premise or hosted POP3/IMAP/Exchange email system. Combined with depth of content, data, and settings moved, SkyKick offers one of the most comprehensive migration solutions on the market.

Our Server Sync and Outlook Assistant products work together to move customer data and settings seamlessly. Please refer to the chart to see how we move different data types.

We don't utilize DirSync integration when performing the migration. If you require DirSync configured permanently for business reasons, we recommend you set it up prior to finalizing your SkyKick migration order.

SkyKick supports migrations from Lotus Notes, GroupWise, or Zimbra on a case-by-case basis. Please call SkyKick to learn more.

- ✓ Server Sync
- ✓ Outlook Assistant
- ✗ Exchange Assistant

O365 Account Sync



Overview

- Automatically setup and provision Office 365 tenant
- Provision licensed users, mailboxes, aliases, distribution groups, domains, shared mailboxes, and any advanced configurations
- Configures Display Names the way end users want
- Mailboxes provisioned in advance and automatically activated on-domain. Allows pre-migration of data and other preparatory measures.
- Ability to specify all email addresses to follow same format. ie first.last@domain.com.

1. If my customer's Office 365 mailboxes are already created and licensed, does SkyKick detect them?

Yes, SkyKick's technology was designed to provision O365 from scratch, or to pick up where you left off.

2. Does SkyKick provision trial licenses in Office 365?

SkyKick no longer provisions trial licenses for customers for several reasons which adversely impact the customer. If E3 trial licenses already are available in the tenant, and you've indicated in the SkyKick web planner that those mailboxes are using E3, SkyKick will use the existing trial licenses on the appropriate users.

3. Can we wait until the final cutover to have SkyKick procure and assign the O365 licenses?

No. To ensure a safe transition, SkyKick provisions mailboxes completely as soon as possible to avoid complications around provisioning delays. Additionally, licenses are required to pre-migrate settings & data into the O365 mailboxes.

DNS Sync

DNS Options

SkyKick's DNS Sync technology will manage the process of migrating the email domain(s) to Office 365 to ensure a successful migration. The Fully Automated option is recommended, but you also have the option to manage Name Servers or DNS changes on your own.

☒ **Fully Automated** - I can provide Registrar Credentials to enable full service, secure, DNS migration. Tasks 0

The Fully Automated option is the best migration option. Our technology optimizes the DNS process to ensure zero email downtime, and zero effort on your part. NOTE: Customer's domain registrar and ownership will not change. If needed, 1 week after the migration you can switch the Name Servers back.

Primary Domain

Email Domain **skdemo-exch2k10.net**

Domain Registrar **GODADDY.COM, INC.**

Admin Username

Admin Password

☐ Show Password

For Fully and Partially automated scenarios

- Auto detect & confirm current DNS settings
- Pre-populate customer's current DNS values within SkyKick's Name Servers
- Automatically point the customer's authoritative registrar Name Servers to SkyKick Name Servers
- DNS Sync accelerates DNS caching across the Internet
- Automates DNS changes
- Optimized for precise and timely changes to ensure zero email downtime

What is DNS Sync?

DNS Sync automates and manages the Office 365 domain redelegation process, accelerates the DNS propagation across the internet, has imbedded QA, and is optimized to ensure zero email downtime.

How much downtime is there for DNS related services such as email and website hosting?

With DNS sync, there is zero downtime.

How does full or partially automated DNS Sync work?

- Redlegation of the vanity domain to Office 365: Automation adds the .txt record that Microsoft provides to prove ownership of the domain and associate the domain to O365.
- Automated Timely Cutover: SkyKick technology handles the change of MX record switches mail flow to go to Office 365 at the perfect time coordinated with the Outlook Assistant, automated end-user communications, and the Final Sync of data.

Note: The Manual option will generate instructions for you to make the required DNS changes at appropriate times.

Does SkyKick automatically provision Lync records?

Yes. If your migration plan includes any users who are licensed for Lync, SkyKick will add/change Lync DNS records as appropriate. SkyKick also sets the domain intent within Office 365 so Lync is properly enabled.

Outlook Assistant



1 Migration Planner



2 Migration Sync



3 Outlook Assistant



4 Migration Manager



Outlook Assistant



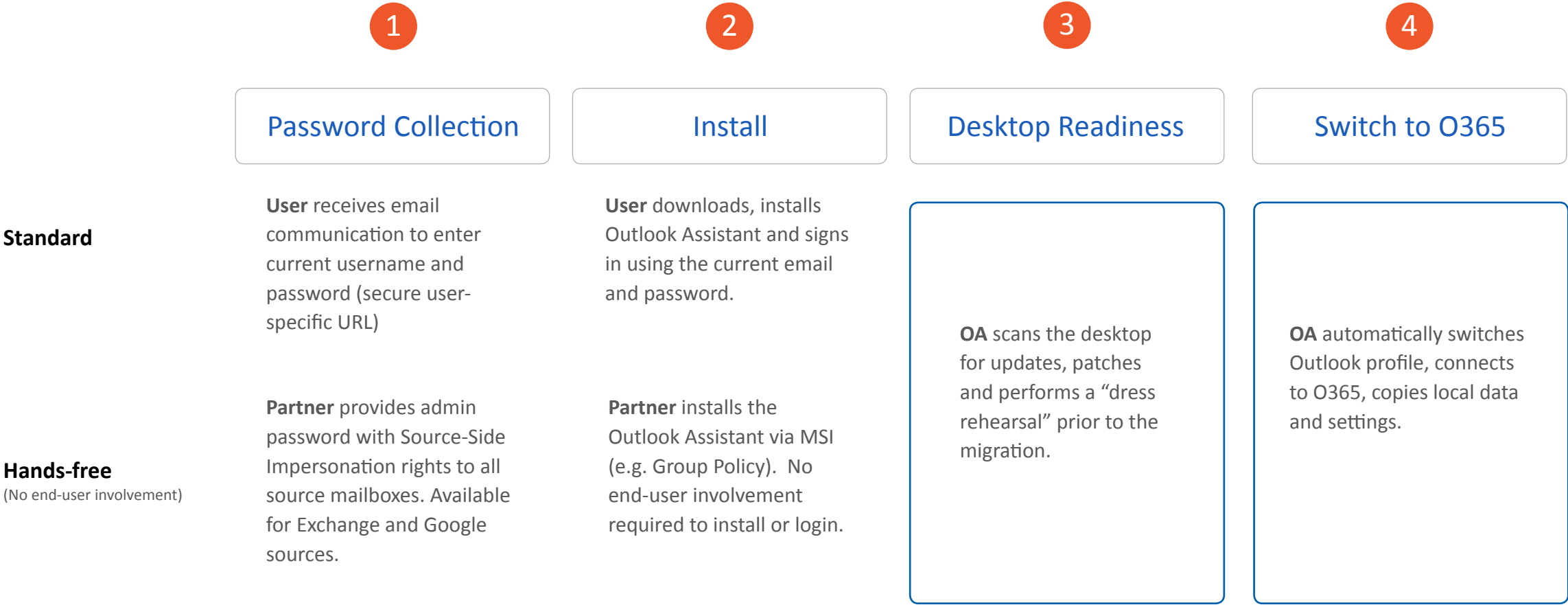
Key Features

- Desktop readiness / remediation
- Hands-free
- Profile creation
- PST re-attach
- Autocomplete migration/remediation
- Local settings
- Overnight data sync / bandwidth efficient
- Partner monitoring / Alerts
- Group deploy or end-user install
- 32-bit/64-bit check and auto-upgrade

Pre-Migration

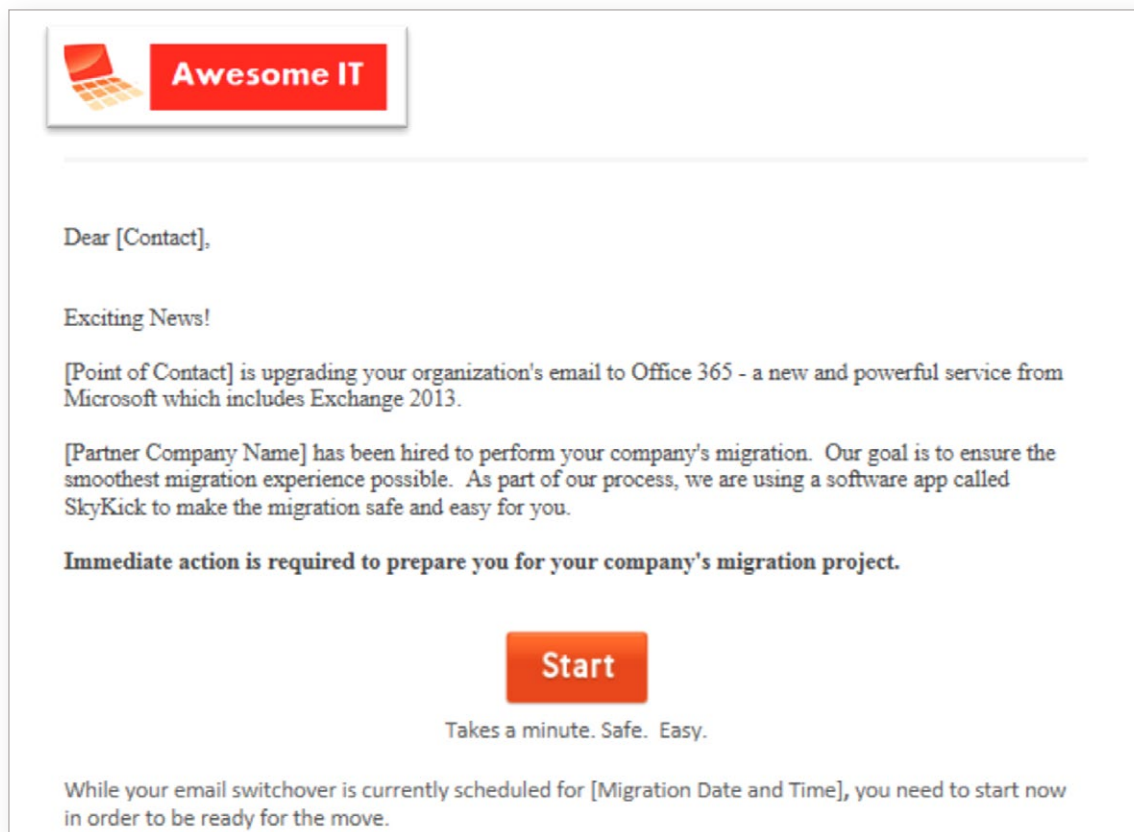
- Verifies Office version and Operating System are healthy and compatible with Office 365
- Patches Outlook to ensure connection to Office 365
- Pre-Creates a new Outlook Profile which will connect to O365 at the migration date and time.
- Pre-Checks connection between new profile and Office 365, displaying any problems as an Alert in your SkyKick Portal.
- Migrates & repairs NK2/X500/Autocomplete values.
- Re-attaches any other offline .pst files from the old Outlook profile.
- At migration, switches the default Outlook Profile to the new one, and connects it to Office 365.

How Does Outlook Assistant Work?



Outlook Assistant Screen 1: Standard and Hands-Free

Partners often coordinate a quick “heads up” email to all users on the migration plan prior to this first automated communication.



Can these automated communications be customized?

Coming soon! Until then, these emails are branded with the Logo you’ve uploaded in your SkyKick Portal, and are written as if the email is from you.

Is the automated communication really effective for end-users?

Yes. These communication were written not just by SkyKick, but also edited over time with feedback & suggestions from thousands of partners and their customers. As a result, Click-through success rate is typically over 75% within the first 48 hours of a migration project.

What if users don’t need OA?

No problem. If you’ve indicated in the Web Planner that you would not like to offer OA to any of the users, when they click “Start”, they will be taken to a landing page which does not mention or offer download of OA.

Click the “Help” link at the top of the Migration Planner for useful information and FAQ’s about each step.

Outlook Assistant Step 2: Standard Only

The end-user provides basic information like Username and Password

Get Ready for Better Email

Please provide your info for a safe and seamless migration to Office 365

Your Current Email Information

Your Email Address* user@domain.com

Email Mailbox Username* myusername@domain.com

Email Mailbox Password*

Confirm Password* ✓

First Name* First Name

Last Name* Last Name

Work Phone Number* 1234567890

Cell Number

Title

Alternate Email Address

How do you check your email?
☒ Outlook
☐ Web Only

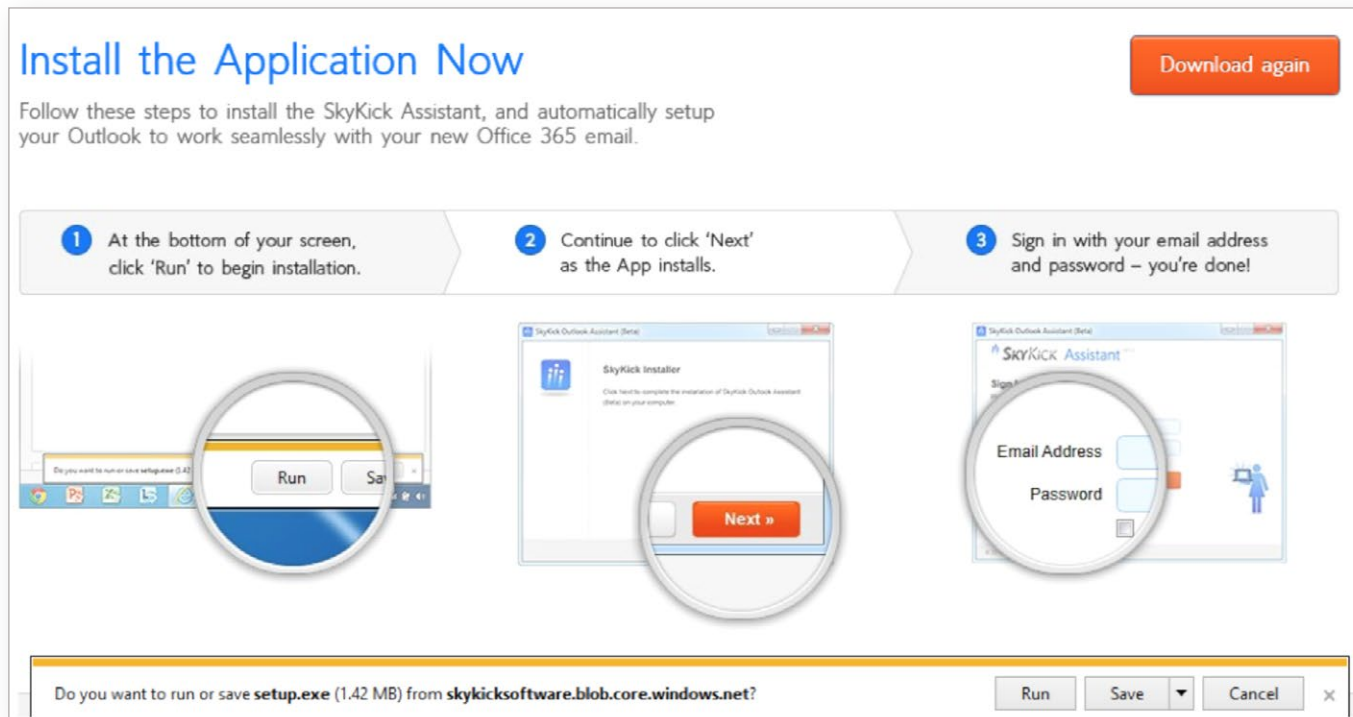
What if users don't know their password?

Remember you have full visibility on which users have not successfully submitted their passwords. You can assist them in doing so, or alternatively, many partners will reset the user's source password and submit it themselves via the SkyKick Portal.

Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Outlook Assistant Step 3: Standard Only

The end-user is prompted to install OA which is then available in the System Tray.



How big is the download?

OA is about 20MB, and should take under 10 seconds to download.

Can users download OA on multiple machines?

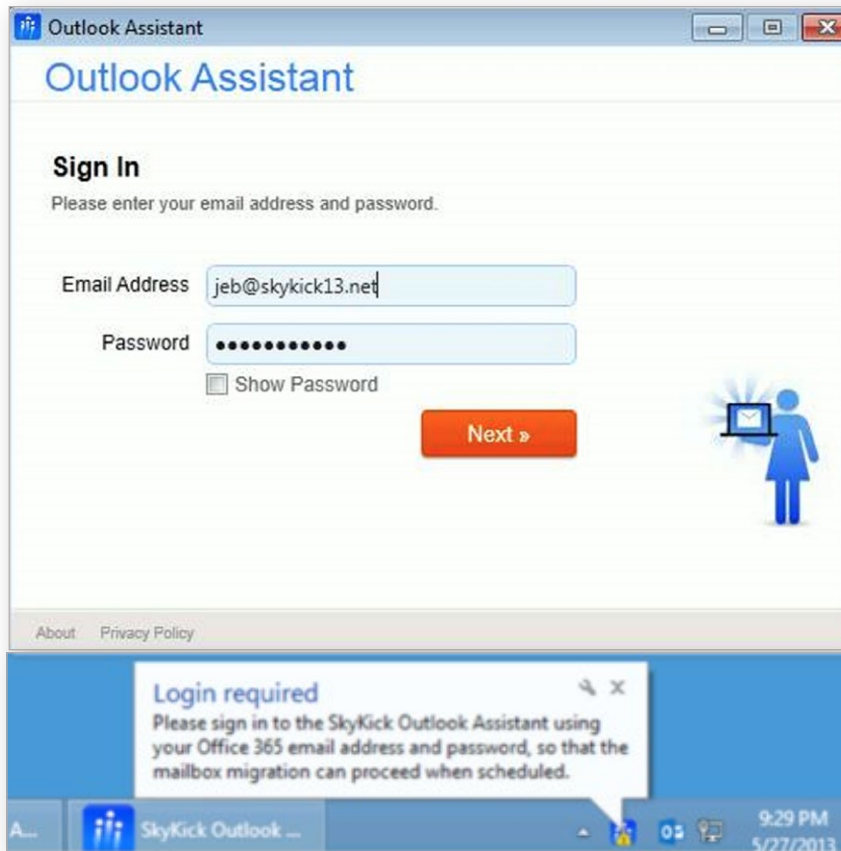
Absolutely, no additional fees apply.

What happens if end user has not download OA in time for the migration?

Users can download OA even post-migration to have Outlook reconfigured. Also all the end users receive an email prior to the cutover instructing them how to check webmail in Office 365. So if OA is not an option for them, they know how to access their email via OWA. Remember, in most cases OA configures Outlook, but Server Sync migrates the core email data. [More Info](#)

Outlook Assistant Step 4: Standard Only

The end-user re-confirms email credentials locally on their device.



Why does OA require the user's password if the user just provided it?

The OA download is generic and available to everyone in the migration project. The password is provided in order for the user to prove that this is their computer.

Is OA white-label available?

OA is un-branded for the time being. Users do not see the word "SkyKick".

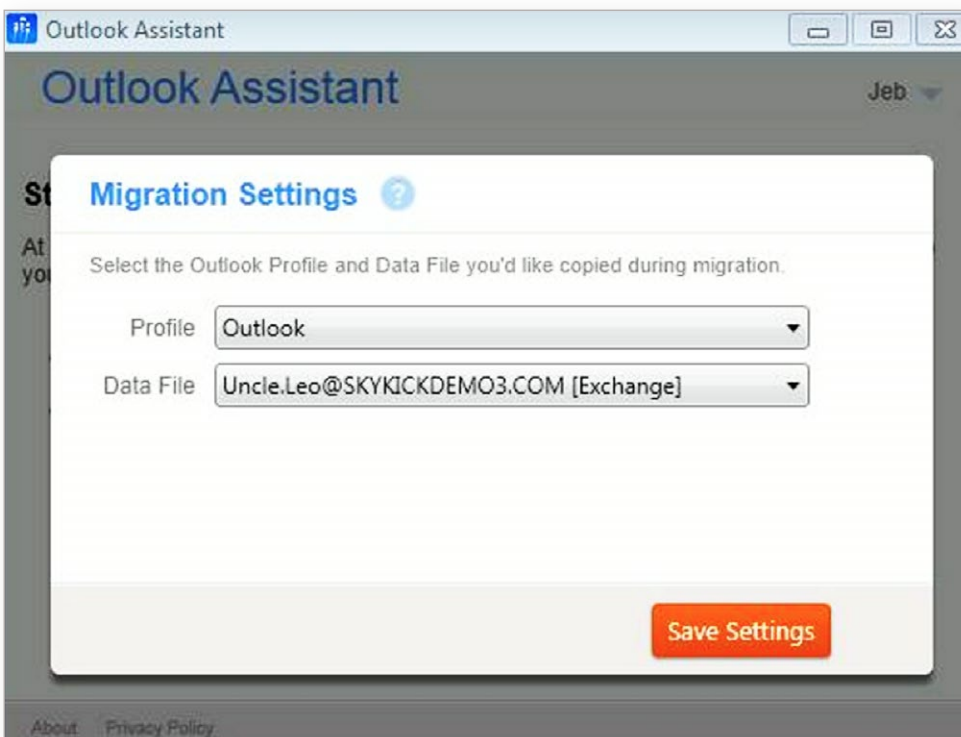
What are the requirements for OA?

- Outlook 2007-2013 on Windows (no thin clients or terminal servers).
- Must have [.Net Framework 4.0](#) (or newer) FULLY installed before downloading OA.
- Local Administrator rights are required to download and install OA.

Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Outlook Assistant Step 5: Standard and Hands-Free

Users with more than one Outlook Profile select which one is primary.



Can SkyKick automatically detect the default profile?

Yes. OA has built-in logic to avoid prompting the user for which Profile they'd like to copy settings from. Approximately 15% of all users migrated with SkyKick receive this prompt.

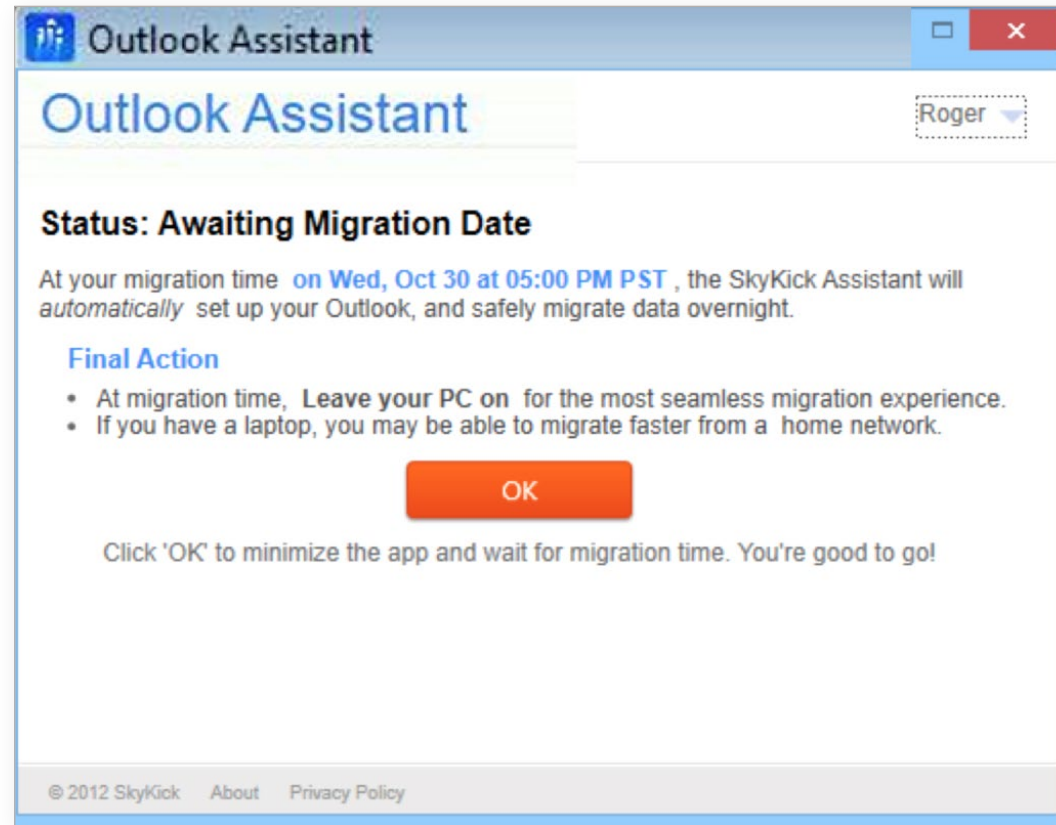
Why does the user have to indicate which profile they use?

OA will create a brand new profile which will become the default profile at the migration time. In addition to data migrated via Server Sync, OA will supplement that migration by migrating other data and settings which reside exclusively on the machine. Refer to What [We Migrate](#) chart for more information.

Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Outlook Assistant Step 6: Standard and Hands-Free

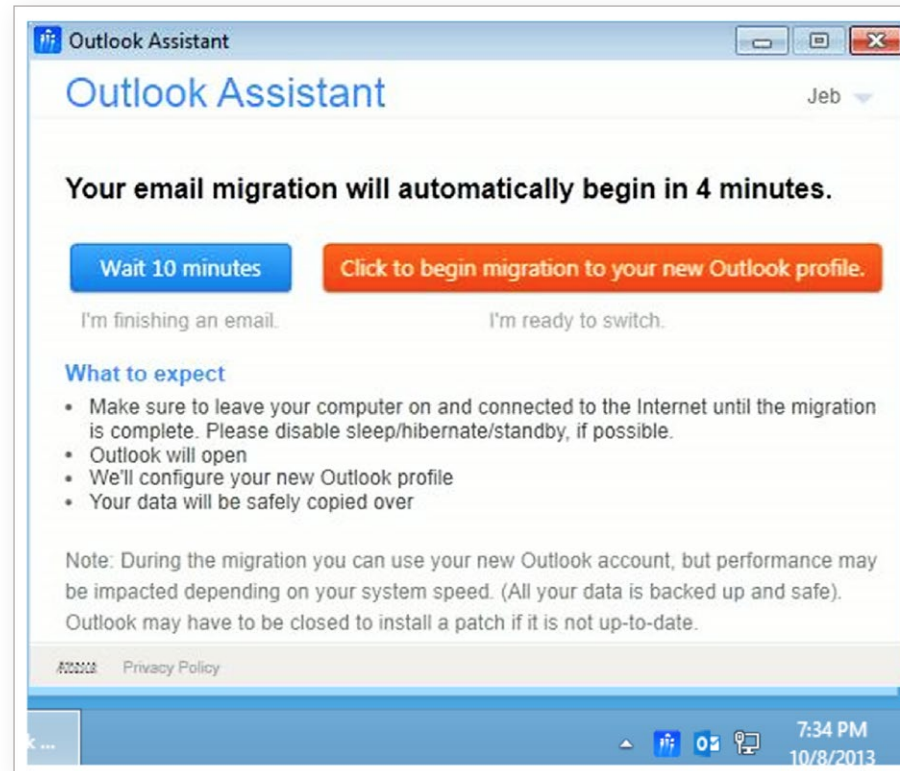
The Assistant will then minimize and wait for the Migration Date.



Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Outlook Assistant Step 7: Standard and Hands-Free

On the Migration Date, the Assistant will pop up. Outlook will automatically restart, and users will be using email powered by Office 365



User only sees this if they're at their computer.

Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Outlook Assistant Step 8: Standard and Hands-Free

The assistant will confirm migration success for each user. Each user will receive a final email with specific instructions on how to configure their mobile devices with their new O365 credentials.



Click the "Help" link at the top of the Migration Planner for useful information and FAQ's about each step.

Migration Manager



1 Migration Planner



2 Migration Sync



3 Outlook Assistant



4 Migration Manager



Migration Manager

Although the application does the heavy lifting, it's not set and forget. The **Migration Manager** is your “command center” for you migration projects. The Migration Manager provides you and your team a single place to PROACTIVELY track, monitor the status and make changes to your project to ensure a smooth and successful project.

ALERTS



Real-time notifications of the things you need to know and take action on.

MIGRATION TRACKER



Status overview of the key project phases and stats.

MANAGE



Manage the customer's migration date, add/modify/delete email accounts, aliases, DGs, Shared Mailboxes, Public Folders.


MONITOR



Monitor the status of your project and generate reports on-demand

Alerts

Real-time notifications of the things you need to know and take action on

 **Migration Manager**

Migration Alerts

Global Co (1 alert)

Critical

Credentials required for Public Folder: Space Objects (6)4/3/15

ACME Insurance (3 alerts)

Critical

Insufficient Office 365 Licenses for ACME Insurance4/3/15

Verify DNS and Change Name Servers for: acme.com4/3/15

Important information about Staged Migration for ACME Insurance4/3/15

The Alert feature notifies you in real time when SkyKick discovers information you should be aware of, either advisory or critical level.

This allows you to be prepared for anything well in advance of the migration date.

Quickly read, take action, or archive a single alert or auto-archive all similar alerts with the same issue

Alerts are accessible via the Dashboard, Alerts Page, Project Overview Page, Email Account Page, and User Detail page.

Alerts

The screenshot shows the SkyKick Alerts page. On the left is a navigation sidebar with links: Migrations, Dashboard, New, In Progress, Saved, Completed, Alerts, and Activities. Below these are Communications, DNS Manager, Learning Center, and Admin. The main content area is titled 'All Alerts' and has tabs for Active, Archived, Completed, and All. The 'Active' tab is selected. Below the tabs is a table of alerts:

Subject	Customer	Type	Date	Actions
Autopatch Successfull peter.smith@generalfreight.com	General Freight	SKOA	11/14/2013	
Service Pack and Patches required for Office 2007: Dale@skykick13.net2	ACME Insurance	SKOA	11/5/2013	
Active Directory Detected - Changes Required at Migration Time	ACME Insurance	Other	9/18/2013	

The third alert is selected, showing a detailed description:

SKOA has detected Active Directory in the customer's email environment.

Changes must be made at the migration time to ensure that Outlook's connection to Office 365 works properly for all users after the switch-over. There are two options:

- Automated Option:** (Recommended) Download the SkyKick Exchange Assistant (SKEA) onto any Windows Server (2008+) within the customer's email environment. SKEA will then automate the necessary changes at the right time.
- Manual Option:** An email has been sent to you with instructions to follow at the switch-over time.

Note: By Downloading the SkyKick Exchange Assistant today, there will be no additional AD action required.

Showing 3 of 3

The information on the Alerts Page includes:

- The status icon for each alert indicating issue severity
- Critical (Red) - issues can block the migration and put it on hold
- Advisory (Yellow) - issues for your information only
- Click on the Alert Title to see a detailed description of the issue

The Actions column lets you take action on the alert:

- **Complete Alert** - When you complete an alert you are notifying the system that the situation has been resolved.
- **Archive Alert** - When you Archive an Alert you are notifying the system that the situation should be ignored.
- **Auto-Archive Alert** - When you Auto-Archive an Alert you are notifying the system to Archive all Alerts of the same type, now and in the future alerts for this project only.
- **Email Alert** - Send a notification to someone to follow-up or take action.
- **Do nothing** - the Alert will remain in Active Status and be visible throughout the Migration Manager as a reminder to take action.

Note: If you accidentally take the wrong action, you can Undo that Action in the Status Notification Area at the top of the page.

Migration Dashboard & Tracker

Status overview of the key project phases and stats

The screenshot displays the SkyKick Migration Manager interface. On the left is a sidebar with navigation links: Manager, + SMB Project, + Enterprise Project, + Data-Only, In Progress, Saved, Completed, Activities, Backups, Communications, DNS Manager, Learning Center, and Admin. The main content area is titled 'Migration Manager' and is divided into two sections: 'Migration Alerts' and 'Migration Tracker'.

Migration Alerts

Global Co	(1 alert)	Critical
	Credentials required for Public Folder: Space Objects (6)	4/3/15

ACME Insurance (3 alerts) **Critical**

	Insufficient Office 365 Licenses for ACME Insurance	4/3/15
	Verify DNS and Change Name Servers for: acme.com	4/3/15
	Important information about Staged Migration for ACME Insurance	4/3/15

Migration Tracker

Migration	O365 Setup	Source Access	SKOA Status	Sync	DNS	Final Sync
Global Co	✓	0 / 9	Notifying Users	0 / 9	✓	7/31/14, 5:00 PM PST
East Coast Stage Group	1 / 2	0 / 2		0 / 0	Manual	7/26/14, 5:00 PM PST
ACME Insurance	✓	3 / 14	Notifying Users	3 / 14	✓	9/6/14, 5:00 PM PST

Showing 2 of 2 [View all](#)

The Dashboard is your home page that gives you a quick summary view of all of your In Progress projects including Alerts, Migration Tracker and Activities.

The Migration tracker has two types of information:

1. Color coded icons which summarize the status of that stage
2. A count of the total accounts involved in each stage and the number which are complete. You can click on the counts to see a detailed view of which mailboxes are not yet complete

Column Definitions

O365 Setup: indicates the status of tenant and mailboxes provisioning.

Password: Shows how many source mailboxes SkyKick has access to

OA Status: The number of end-users who have successfully installed OA.

Sync: AKA “Initial Sync”. This is a pre-migration of data into Office 365.

DNS: Indicates if DNS preparations are on-track.

Final Sync: AKA “Migration Date”, is when mail flow is switched over to Office 365.

Manage

Toggling “Plan” in the top right of the Email Accounts tab will allow you to make changes to the migration.

Overview Alerts **Email Accounts** Activities

Individual Mailboxes Monitor **Plan** ⚙️

Mailbox Address	Alias	O365 Plan	Compare plans	Price/mo
asterling@skykickdemo.com	+	E1	Enterprise E1	\$8.00
billb@skykickdemo.com	1	E1	Enterprise E1	\$8.00
cmooore@skykickdemo.com	1	E1	Enterprise E1	\$8.00
erich@skykickdemo.com	1	E1	Enterprise E1	\$8.00
kellyb@skykickdemo.com	1	E1	Enterprise E1	\$8.00
psloan@skykickdemo.com	+	E1	Enterprise E1	\$8.00
rogersterling@skykickdemo.com	+	E1	Enterprise E1	\$8.00
timd@skykickdemo.com	2	E1	Enterprise E1	\$8.00
todds@skykickdemo.com	2	E1	Enterprise E1	\$8.00
trent@skykickdemo.com	1	E1	Enterprise E1	\$8.00

Previous **1** 2 Next

Results per page 10

Showing 1 - 10 of 12

On this screen, you have control over the project to make changes that were available in the Migration

Planner:

- Manage the customer’s migration date
- Add/modify/delete email accounts
- Edit Aliases, Distribution Groups
- Adjust Shared Mailboxes & Public Folders access
- Change domains and email address format org-wide.
(e.g. firstname.L@, f.lastname@, etc)

Please note: Making these changes can have ripple effects on other areas of the migration. For safety reasons, there is a deliberate delay between making changes in this interface and SkyKick’s workflow initializing to make the change within Office 365.


Can I change Office 365 licenses?

Not editable at this step because the other licenses may need to be cancelled, and Microsoft requires that the Partner of Record call Microsoft to request this.

Monitor

Monitor your order status with real-time progress updates on individual mailboxes, public folders, shared mailboxes, distribution groups and domains.

Individual Mailboxes

[Monitor](#) [Plan](#) 

Mailbox Address	Source Access	SKOA Status	Initial Sync %	Final Sync %	SKOA Complete
asterling@skykickdemo.com	✓	⏻	100		
! billb@skykickdemo.com	✓	✓	100		
cmoore@skykickdemo.com	✓	✓	100		
erich@skykickdemo.com	✓	✓	76		
kellyb@skykickdemo.com	✓	✓	34		
psloan@skykickdemo.com	✓	✓	100		
! rogersterling@skykickdemo.com	✓	✓	100		
timd@skykickdemo.com	✓	✓	100		
todds@skykickdemo.com	✓	✓	92		
trent@skykickdemo.com	✓	✓	100		

Source Access – Validate if the credentials used help access source mailbox and move source server mailbox data to Office 365.

Note: if a user is out of the office before or during a migration and cannot provide their password information, it will not delay the rest of the organization's migration. The last email in this user's mailbox will let them know their company has changed email system, and instruct them to simply provide their credentials and an on-demand migration will begin immediately.

Outlook Assistant Download (Y/N) - Indicates if Outlook Assistant was downloaded, installed, and signed-in to. OA installs are important to track, as it reduces support calls for you, reduces company impact for the POC, and provides the best experience for end users.

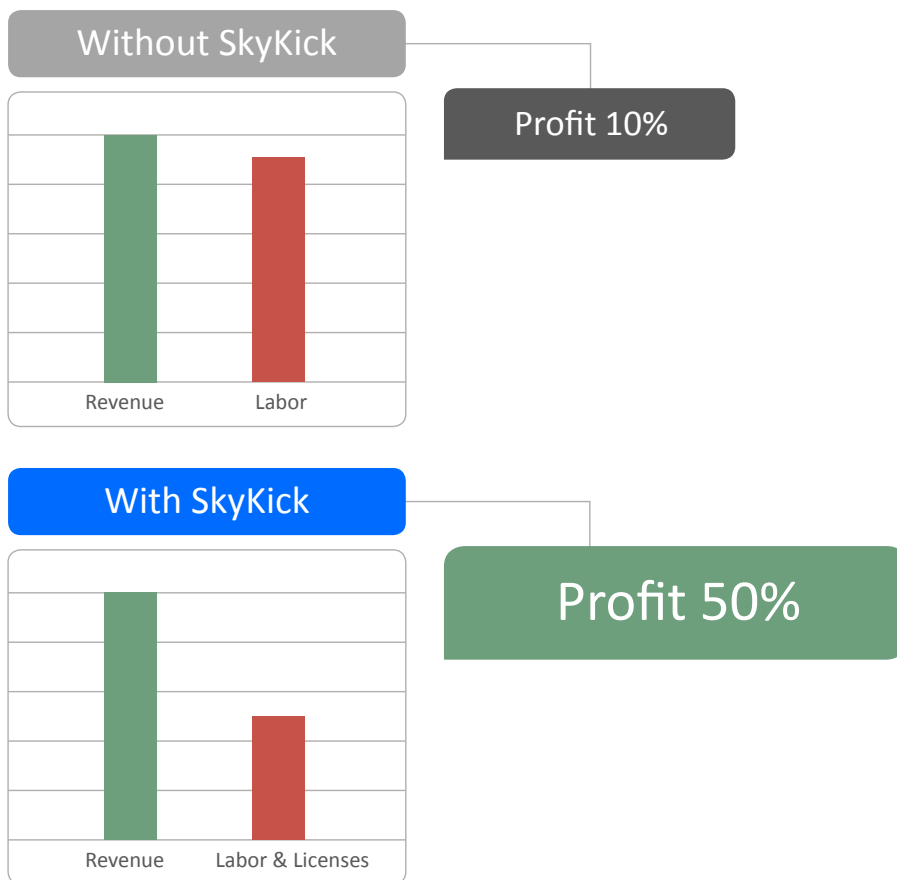
Sync Status (%) - This will indicate how much of server side data has synced to Office 365 prior to the migration date. If a user's mailbox is not 100% (e.g. late password), Server Sync will ensure the final sync gets 100% at migration time. Note: The maximum number of concurrent migrations defaults at 8 and is adjustable.

Final Sync Status (%) - This will indicate how much of final server side data we have synced to Office 365 after the migration date. Includes the mailbox "True Up" step.

SKOA Complete - The number of computers with Outlook Assistant that have had local settings migrated and are successfully connected to Office 365.

Pricing & Project Profitability

SkyKick pricing is a per mailbox charge and is designed to increase your project profitability.



- Project Profitability: Partners tell us that project margins can increase anywhere from 25% to 300%.
- You are also assigned as POR on the account for additional revenue (Advisor model).

- White labeled. Bill your customer for the migration project on your terms.
- 100% through partner. Typically partners do not to resell SkyKick, but use SkyKick to reduce labor costs, increase migration project efficiency, and grow profitability
- No Risk. It's free to use all components of Migration Suite. SkyKick does not charge until after the cutover to Office 365. Projects can be cancelled at any time prior to MX record flip.

Example (US List Pricing Shown)

How much does SkyKick Migration Suite cost?

On a per-project basis, \$50 for first 50 mailboxes and \$30 above 50 mailboxes (Additional discounts are available through Disti)

How much should I charge customers for migrations where we use SkyKick?

Typically, we see partners pricing \$100 - \$200 per mailbox for deals under 50 seats and \$80 - \$120 per mailbox for 100 mailbox deals.

How much time should I budget?

Partners typically save 90% of effort. First few migrations 4-5 hours; Seasoned partners tell us good rule of thumb is 2 hrs or less per 25 seats

How much does SkyKick Data-Only cost?

\$10 through disti (\$12 for non-dist affiliation)

Support and Feedback



SkyKick Support

- 24 / 5 support phone support included with registering as a SkyKick Partner
- All support technicians are experienced Migration Specialists
- Support is 100% staffed within our Seattle-HQ office

Support@SkyKick.com or +1 (206) 201-1194

Additional information can be found in the [Learning Center](#)

Please respond to the survey once you are done with the migration. We value your feedback!