

TenantMigration

Easily Migrate your Office 365
or G Suite Tenant

CORE ISSUE

TenantMigration

The same domain
name cannot exist in
two different accounts
at the same time



Google Workspace

G Suite

OVERVIEW

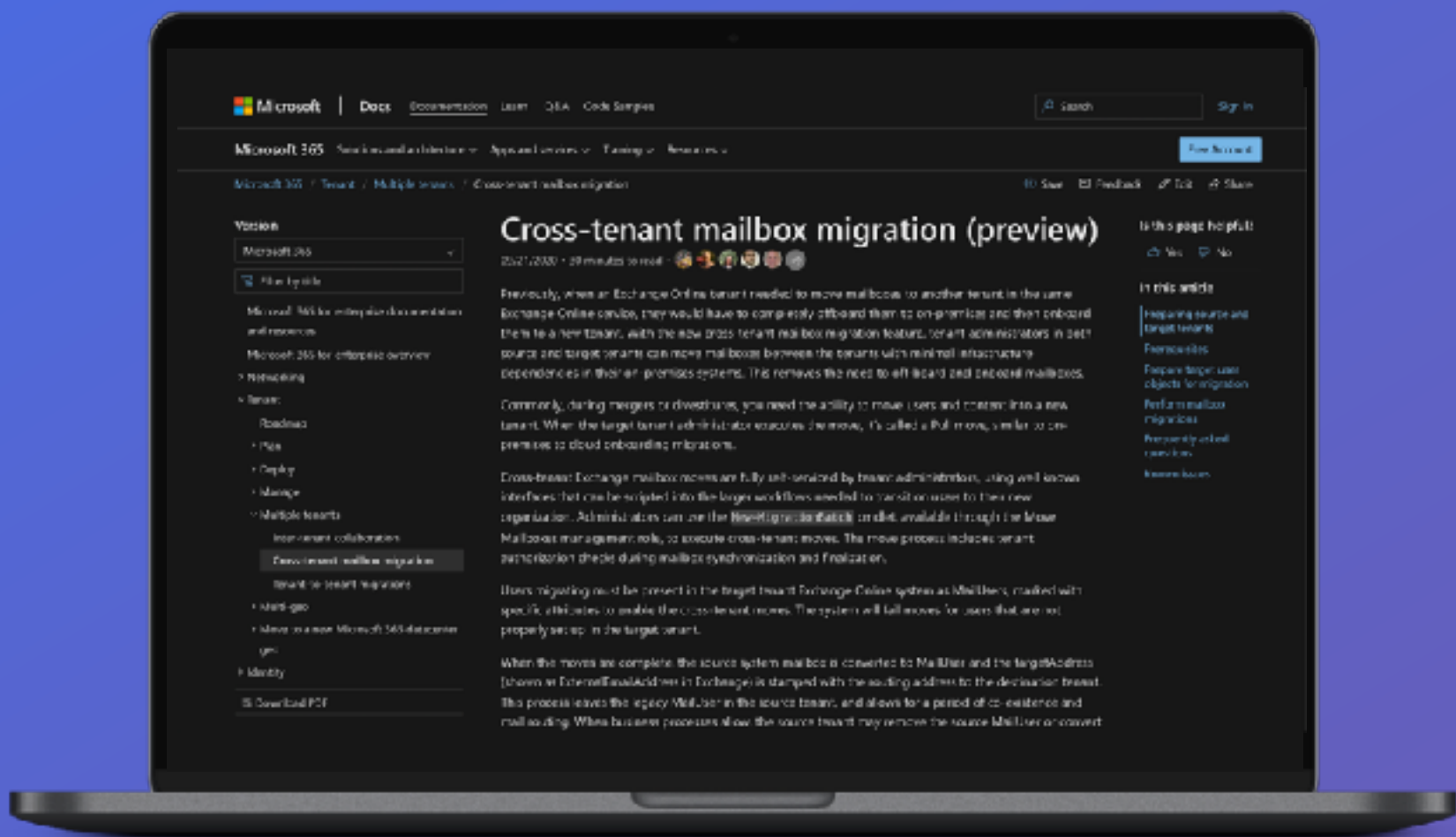
If you are migrating
between different services



You don't need TenantMigration

Does not copy, migrate or move any existing data

Use Bittitan MigrationWiz or Microsoft Cross Tenant Tool



Microsoft Cross Tenant
Migration Tool

Queues all email from the time you detach the domain name from one tenant and the domain name is waiting to be attached to the new tenant.



TIMELINE

How long
can a domain
be offline?

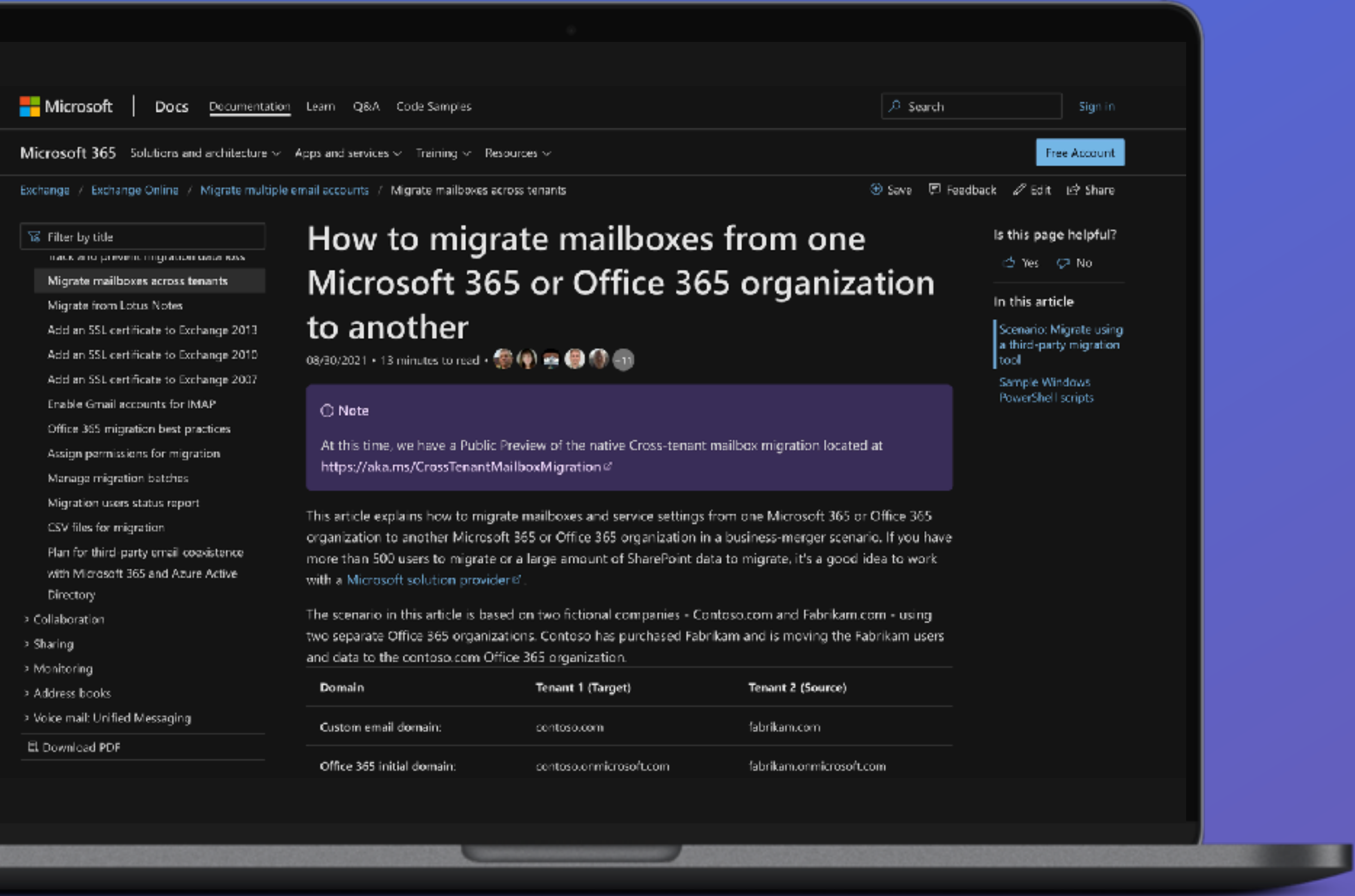
TenantMigration



Anywhere from 4-40 Hours

INTERESTING

Microsofts own guide to migrations



"Change your primary MX record from Office 365 to domain that is not reachable, i.e. "unreachable.example.com". Internet mail servers attempting to deliver new mail will queue the mail and attempt redelivery for 24 hours. Using this method, some email may return a non-delivery report (NDR) depending on the server attempting to deliver the email. If this is a problem use an MX record backup service."



#1

Senders will not be notified with an email delay warning or a Non-Delivery warning while the domain is migrating.

#2

Real time view of message queue, message logs and the interface feedback to know that it is working.

#3

Message Replay: If for some reason messages are rejected by the new tenant when you switch, we keep a copy of the messages so delivery can be re-attempted without message loss.

#4

**No limitation for message volume
or the number of email accounts.**

Flat fee.



Migration MX

All email accounts are queued during migration. Pro, no need to define users, it is a catch all.



Migration Forwarding

All emails are forwarded from the existing domain to a corresponding default account on the new domain.

Both Google and Microsoft provide unmapped default accounts.

Pro, zero downtime migration.

Con (Big con) each and every email account or alias needs to be mapped on a 1-to-1 basis with the recipient account.



Migration Hybrid

Majority of emails are queued (Migration MX), but some are forwarded (Migration Forwarding). A use case for this is support@domain.com needs to be responded to within some SLA. In this case we can forward this to the Helpdesk mapping account. All other emails will queue. Pro, only have to map specific, critical accounts. The rest can queue.

MIGRATION PROCESS

TenantMigration

Two major ways to do this

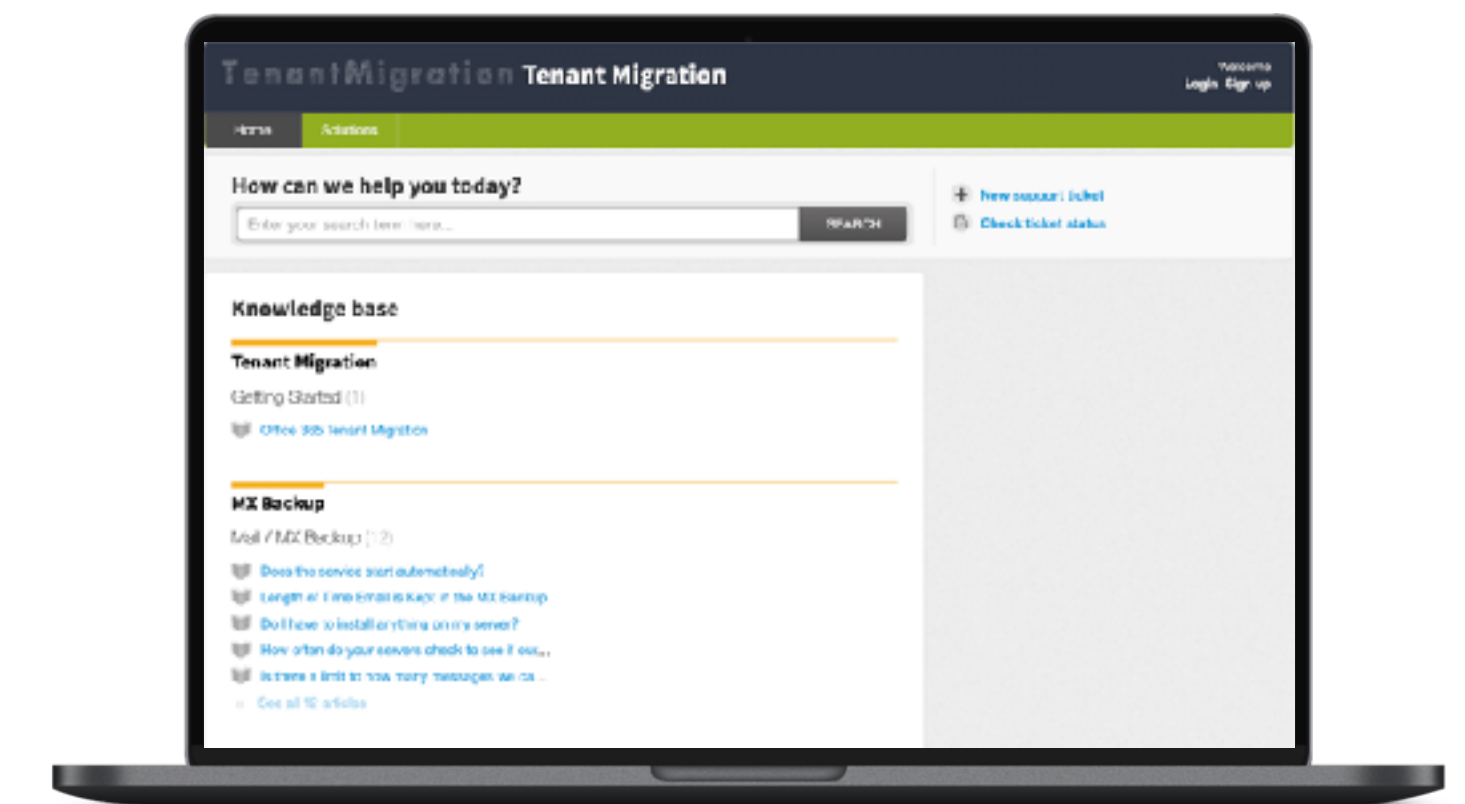
Option 1 Change DNS the day you migrate

- Con need to wait for DNS to propagate worldwide. If your TTL is low it could take about 10 minutes. Validate with <https://dnschecker.org/>
- Pro - Only have to setup whitelisting / enhanced connector on the new tenant. Old tenant stays the same.

Option 2 Change DNS a few days before

- Pro - When you are ready to switch, just change in our interface and start working. Messages will immediately start to queue.
- Con - Need to add enhanced connector to two tenants
- Con - Could impact existing mailflow, because messages will be relayed for a small period of time and then queued.
- Pro - One less thing to ensure it works on migration day

Option 3 Zero downtime - Email forwarding

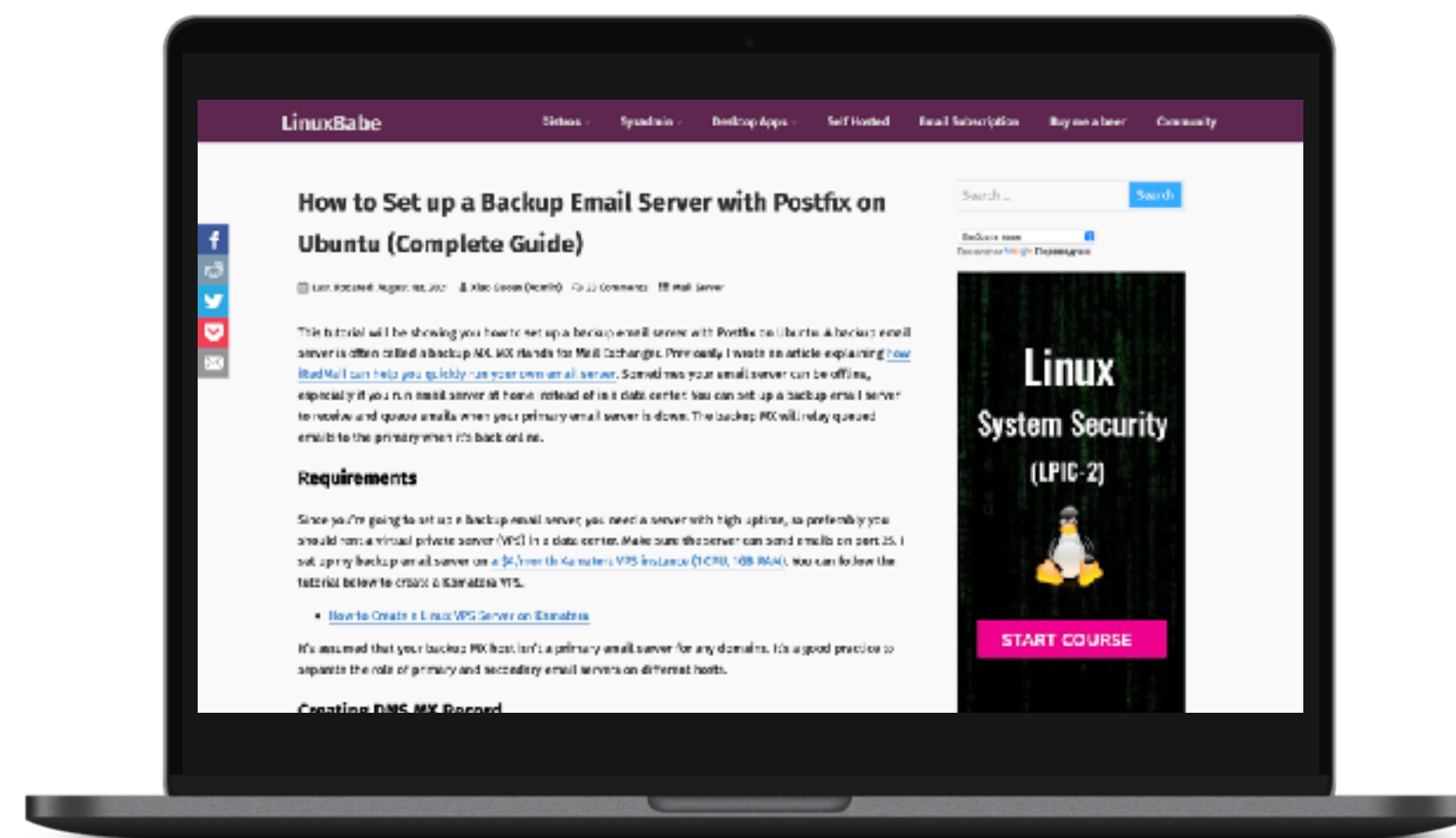


 Guides

BUILD VS. BUY



You could create your own backup MX server on a service like Digital Ocean



Pro

- Hardware costs about \$5
- You have ultimate control over your rules

Con

- Manual setup takes about 3 hours to setup, and then validation time.
- No technical support vs. 24x7
- No message replay
- No web interface for logs and queue management
- No hybrid or email forwarding

BACKUP MX VS. TENANT MIGRATION

TenantMigration

✓ Pro

Less expensive

✗ Con

No message
replay

No management
interface

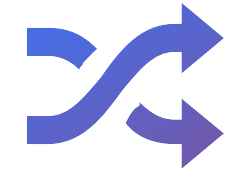
No migration
support

No hybrid
model

No email forwarding
option

TM comes with complete
visibility, 24x7 support

REQUIREMENTS



DNS Access to
change MX record



Admin access to
Email Server

TenantMigration

Whitelist the TenantMigration IP's

- Create Enhanced Connector on new tenant (O365)
- Create Enhanced Connector on old tenant (O365)

ADMIN INTERFACE

TenantMigration



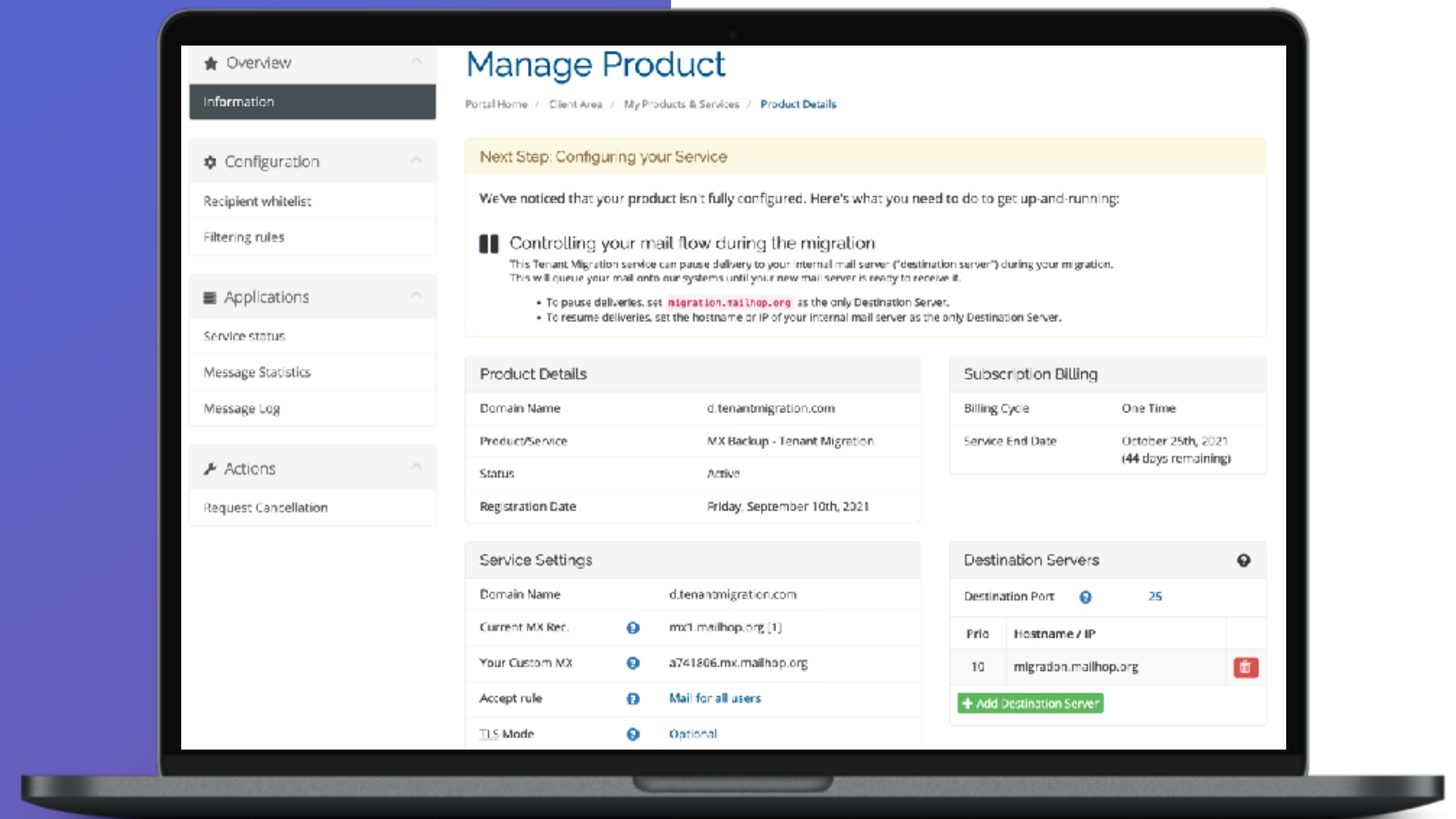
Manage MX record



Manage Spam Filtering



Manage Destination Server



QUEUE MANAGER

TenantMigration



View entire
message queue

Color Coded



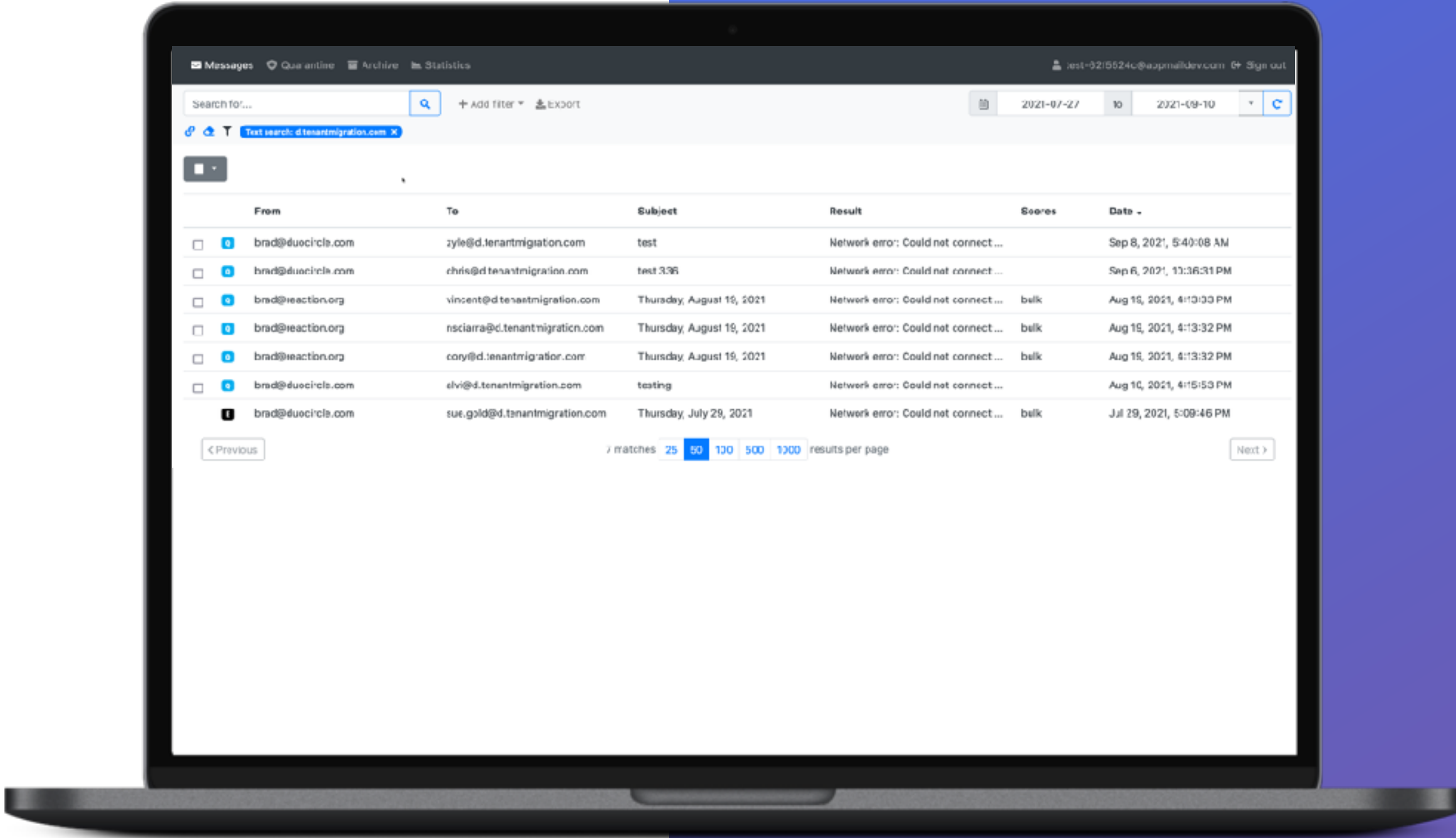
Queued



Delivered



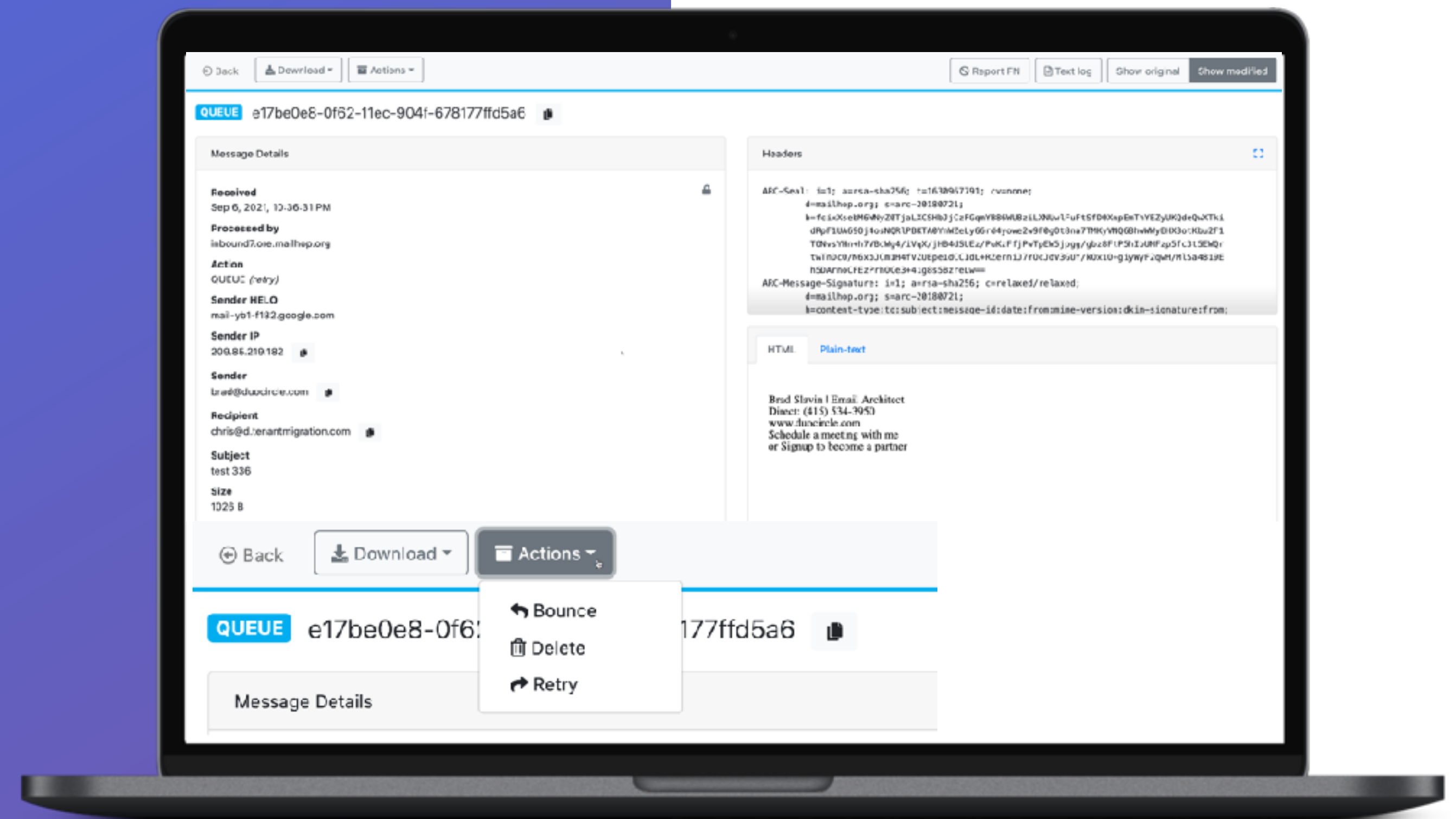
Error



SINGLE MESSAGE VIEW

TenantMigration

- View entire message body of queued messages
- Check queue and retry status
- Download full message in .eml
- Delete from queue
- Retry in queue



DETAILED LOGGING

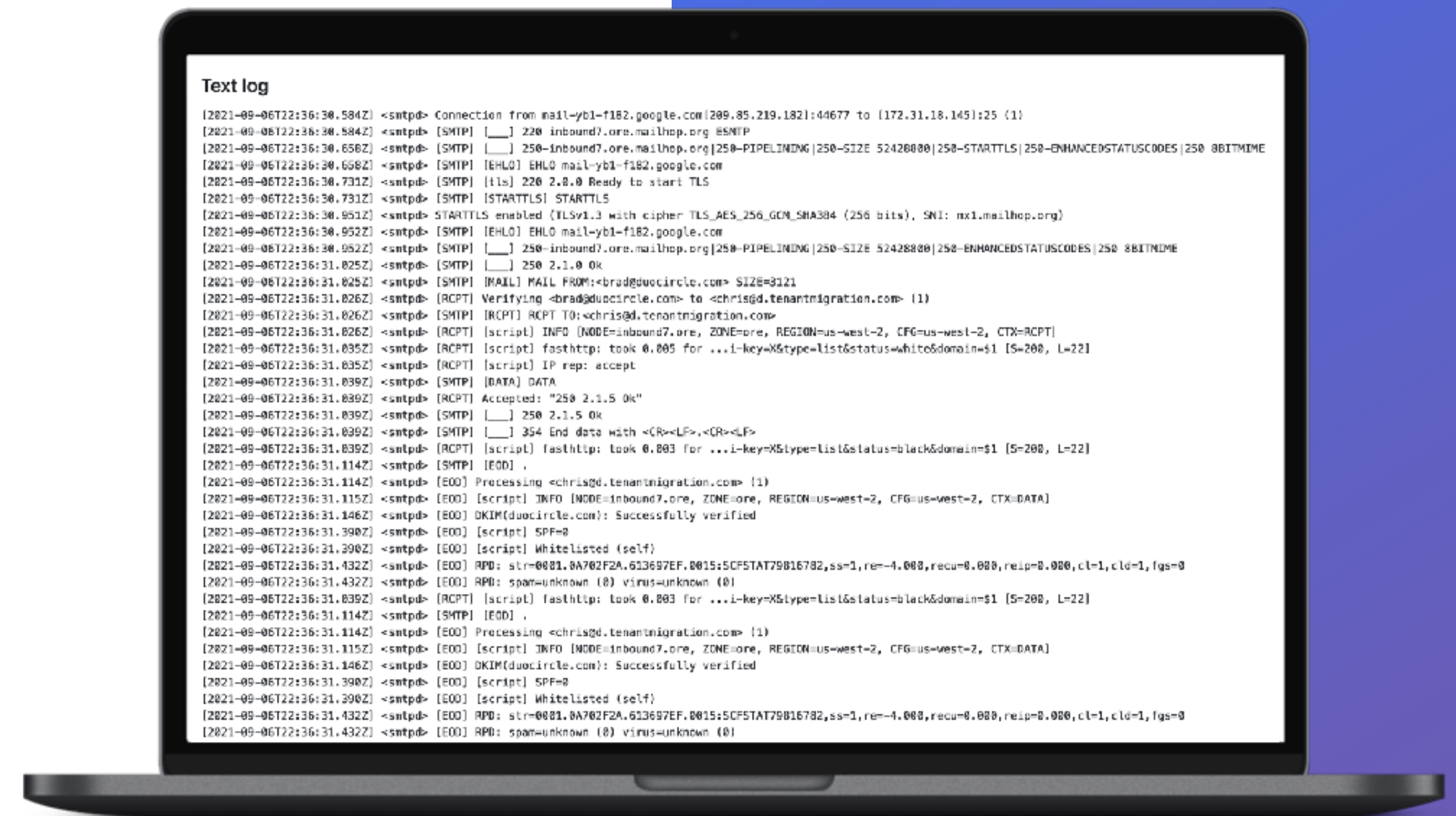
TenantMigration

Trace every message

Every action

Every delivery attempt






Ideal for debugging



COMPLIANCE



TenantMigration

-  GDPR Compliant
-  SOC 2 Type 1
-  Immediate deletion of all account logs and information on account closure
-  Can be all in USA or in Europe (Frankfurt)
-  AWS data centers



Self Service



Multiple domain discounts



45 day account duration

Current Pricing

Partner Pricing

SUPPORT



Frequently Asked Question



support@tenantmigration.com



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TenantMigration



Migration
Guides



24x7 Live
Technical
Support

INTERFACE DEMO