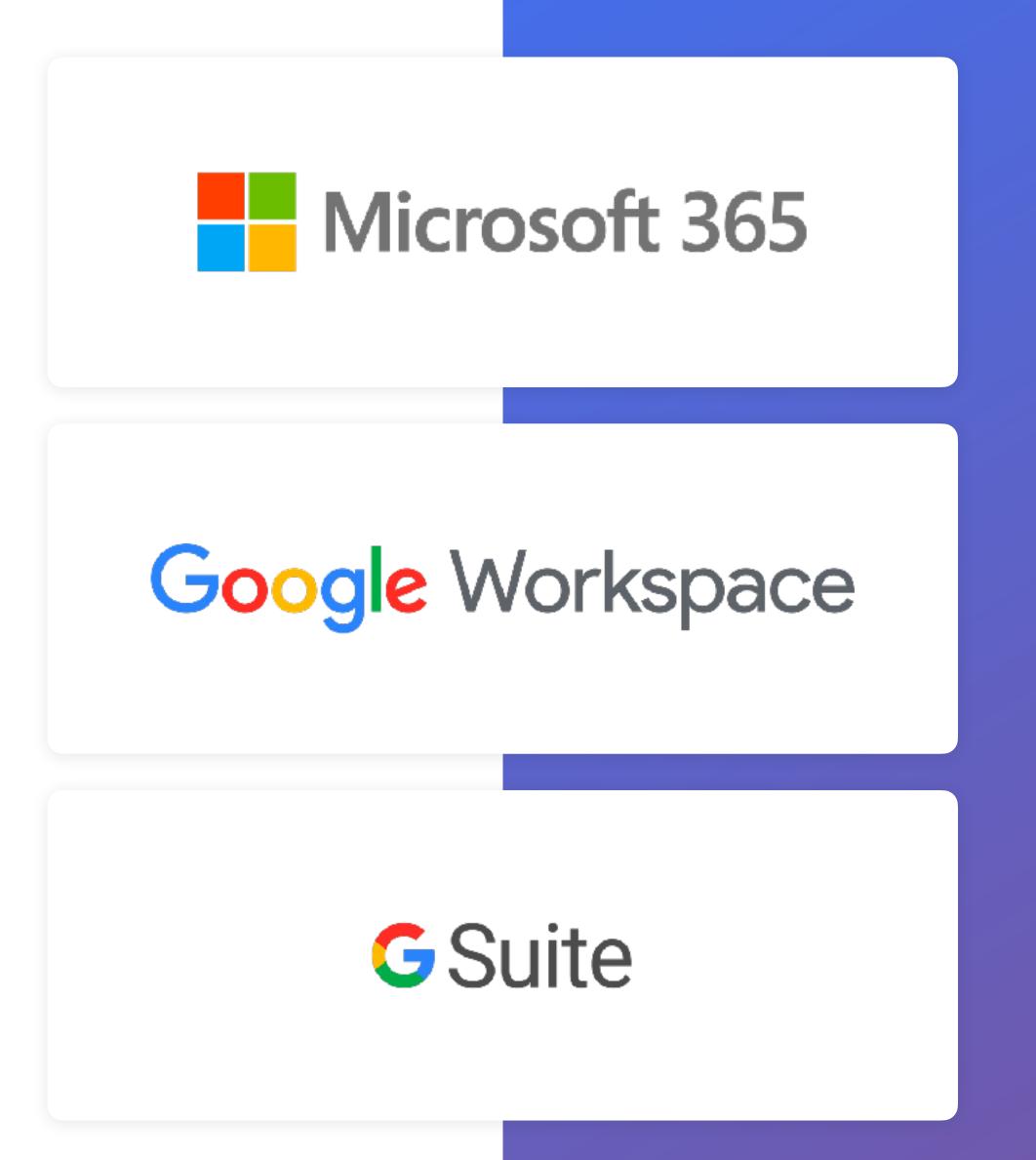
### Tendent Miles Care Care

# Easily Migrate your Office 365 or G Suite Tenant

#### **CORE ISSUE**

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



#### TenantMigration

## If you are migrating between different services





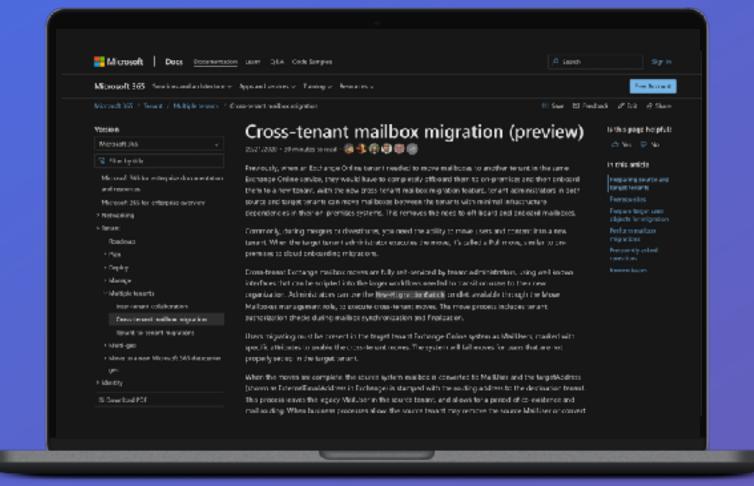




#### You don't need TenantMigration

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?



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."



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

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

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.

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

Flat fee.

#### MIGRATION OPTIONS



All email accounts are queued

define users, it is a catch all.

during migration. Pro, no need to

MX





#### 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

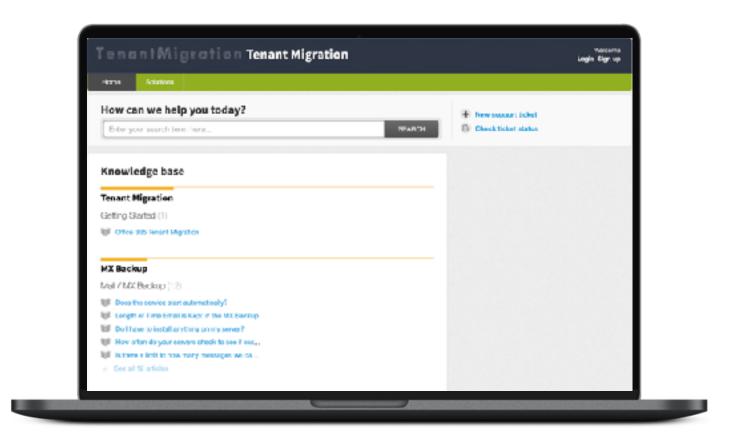
#### Option 1 Change DNS the day you migrate

- Con need to wait for DNS to propagate worldwide. If your TTL is low it could take about 10 minutes. Validate with <a href="https://dnschecker.org/">https://dnschecker.org/</a>
- 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

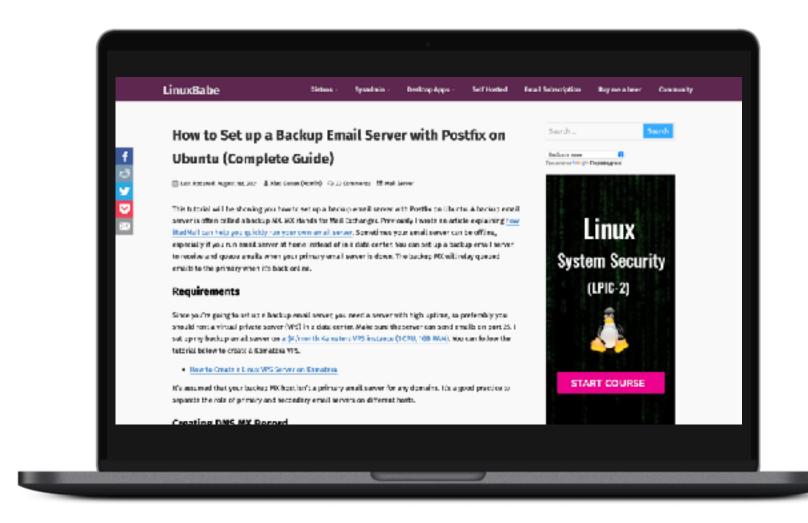




#### **BUILD VS. BUY**



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



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

#### Tenant Migration

#### REQUIREMENTS



DNS Access to change MX record



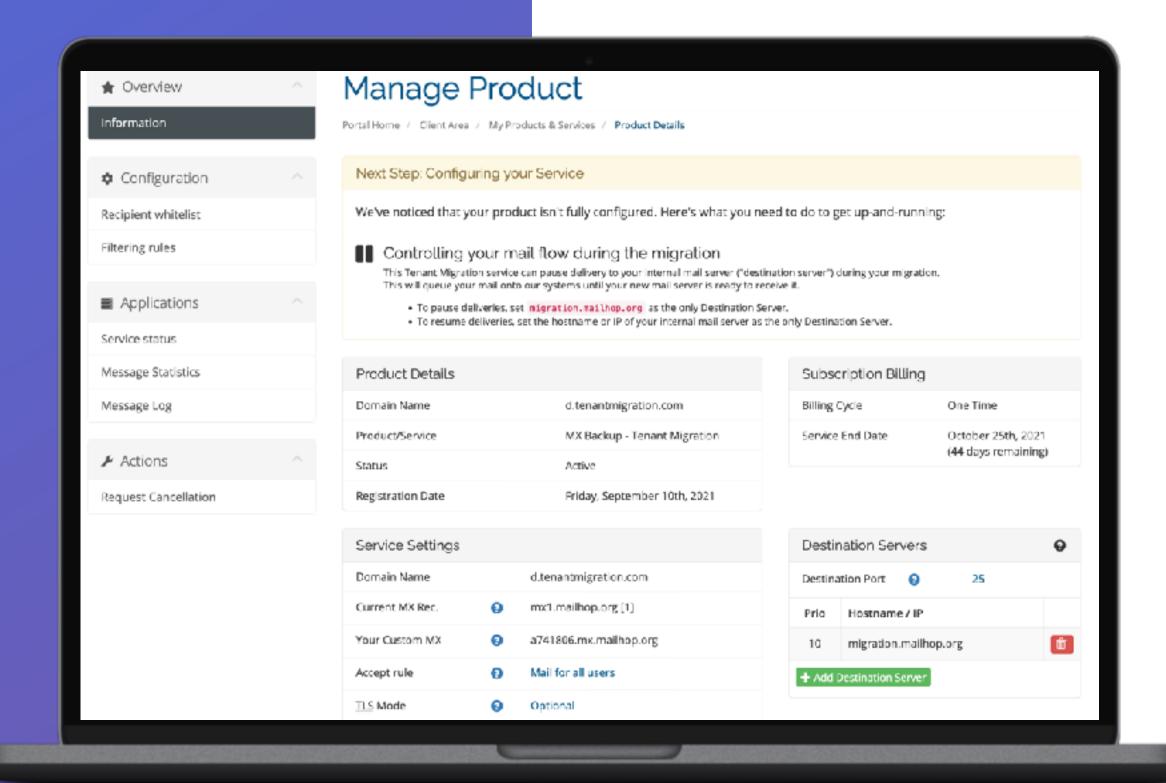
Admin access to Email Server

# Whitelist the TenantMigration IP's

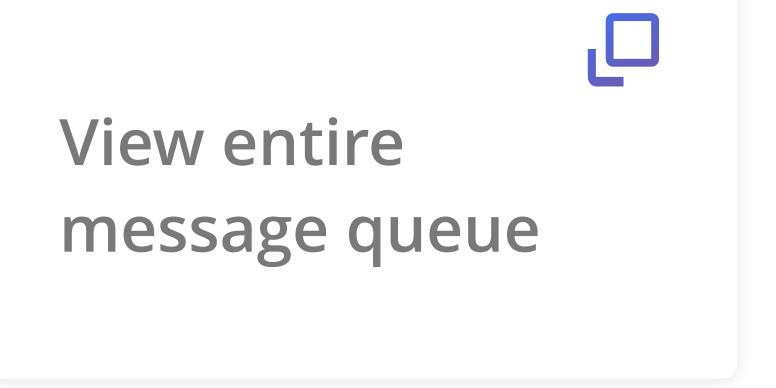
- Create Enhanced Connector on new tenant (O365)
- Create Enhanced Connector on old tenant (0365)

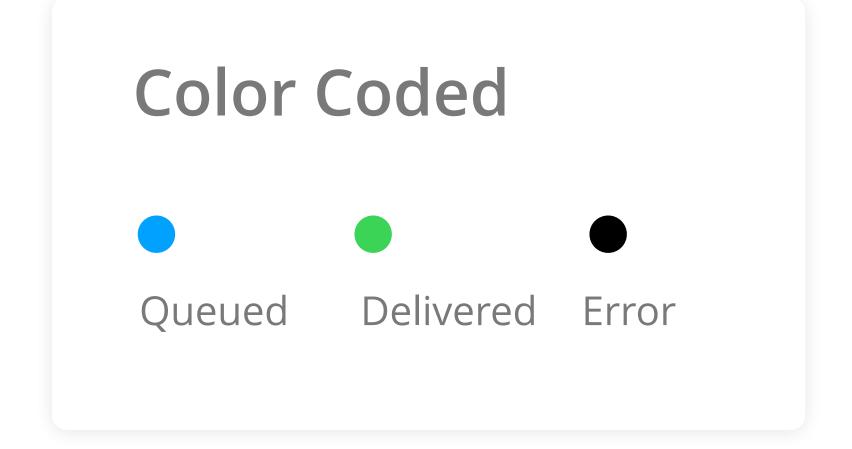
#### ADMIN INTERFACE

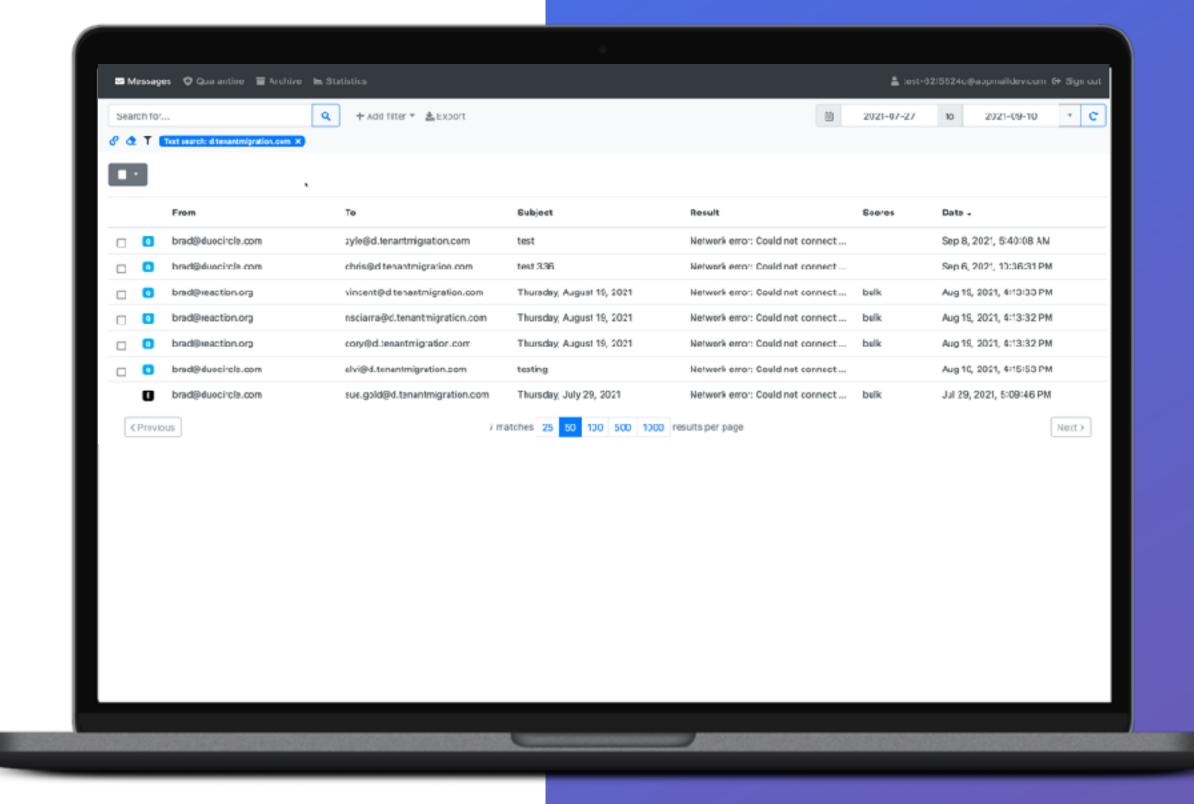
- Mange MX record
- Manage Spam Filtering
- Manage Destination Server



#### **QUEUE MANAGER**

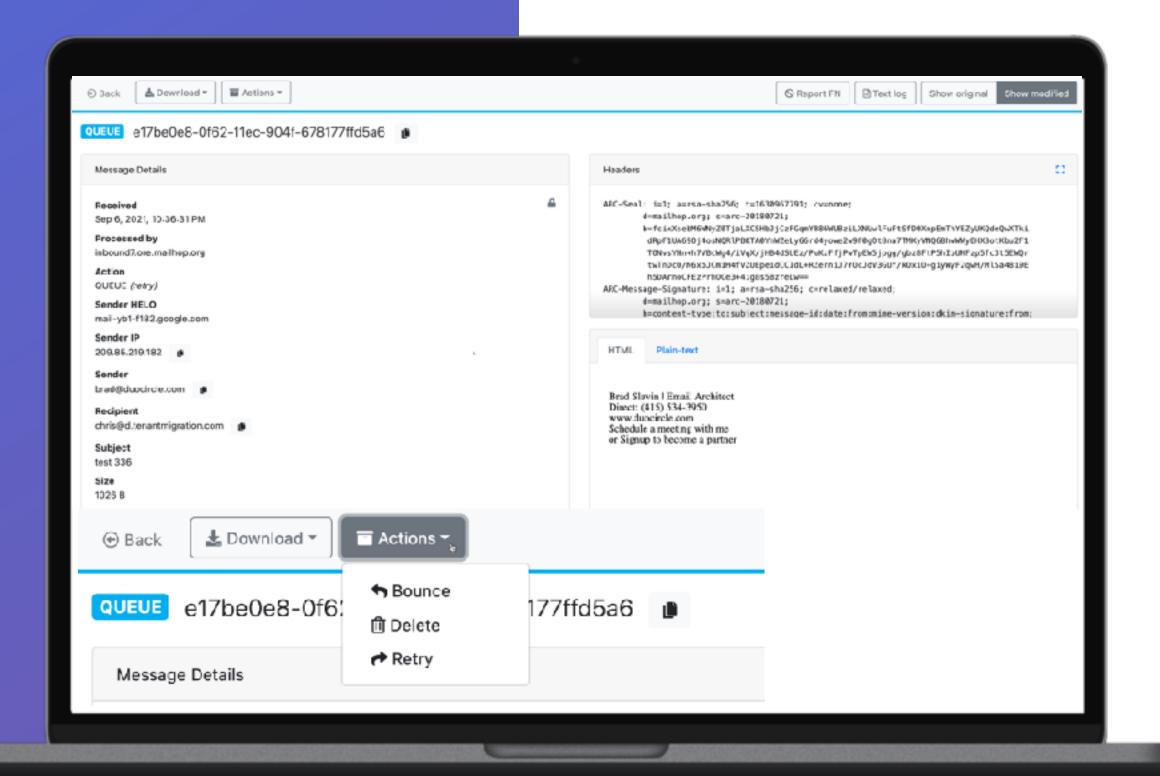






#### SINGLE MESSAGE VIEW

- 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**

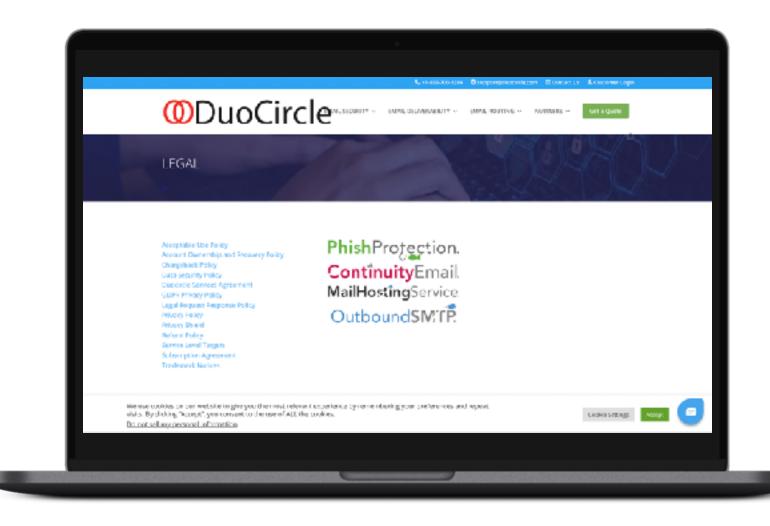
- Trace every message
- Every action
- Every delivery attempt
- Ideal for debugging

#### TenantMigration

```
[2021-09-06T22:36:30.584Z] <swtpd> Connection from mail-yb1-f182.google.com[209.85.219.182]:44677 to [172.31.18.145]:25 (1)
[2021-09-06T22:36:30.584Z] <smtpd> [SMTP] [___] 220 inbound7.ore.mailhop.org ESMTP
[2821-09-06722:36:30.658Z] <smtpd> [SMTP] [___] 250-inbound7.ore.mailhop.org|250-PIPELINING|250-SIZE 52428080|258-STARTTLS|250-ENHANCEDSTATUSCODES|250 8BITMIME
[2021-09-06T22:36:30.658Z] <smtpd= [SMTP] [EHL0] EHL0 mail-yb1-f182.google.com
[2021-09-06T22:36:30.731Z] <sntpd> [SMTP] [tls] 220 2.0.0 Ready to start TLS
[2021-09-06T22:36:30.731Z] <smtpd> [SMTP] [STARTTLS] STARTTLS
[2021-09-05722:36:30.951Z] <smtpd> STARTTLS enabled (TLSv1.3 with cipher TLS_AES_256_GCM_SHA384 (256 bits), SNI: mx1.mailhop.org)
[2021-09-06722:36:30.952Z] <smtpd> [SMTP] [EHLO] EHLO mail-yb1-f182.google.com
[2021-09-06T22:36:30.952Z] <smtpd> [SMTP] [___] 250-inbound7.ore.mailhop.org|250-PIPELINDWG|250-SIZE 52428800|250-ENHANCEDSTATUSCODES|250 8BITMDME
[2021-09-06T22:36:31.025Z] <smtpd> [SMTP] [___] 250 2.1.0 0k
[2021-09-06T22:36:31.025Z] <smtpd> [SMTP] [MAIL] MAIL FROM:<br/>
*brad@duocircle.com> SIZE=3121
[2021-09-06T22:36:31.026Z] <smtpd> [RCPT] Verifying <brad@duocircle.com> to <chris@d.tenantmigration.com> (1)
[2021-09-06T22:36:31.026Z] <smtpd> [SMTP] [RCPT] RCPT TO:<chris@d.tenantmigration.com>
[2821-89-86722:36:31.826Z] <smtpd> [RCPT] [script] INFO [NODE=inbound7.ore, ZONE=ore, REGION=us-west-2, CFG=us-west-2, CTX=RCPT]
[2021-09-06722:36:31.035Z] <smtpd> [RCPT] [script] fasthttp: took 0.005 for ...i-key=X5type=list6status=white6domain=i1 [S=200, L=22]
[2021-09-06T22:36:31.035Z] <smtpd> [RCPT] [script] IP rep: accept
[2021-09-06T22:36:31.039Z] <sntpd> [SMTP] [DATA] DATA
[2021-09-06T22:36:31.039Z] <smtpd> [RCPT] Accepted: "250 2.1.5 0k"
[2021-09-06T22:36:31.039Z] <smtpd> [SMTP] [___] 250 2.1.5 Ok
[2021-09-05722:36:31.039Z] <smtpd> [RCPT] [script] fasthttp: took 0.003 for ...i-key=X5type=list&status=black&domain=$1 [S=200, L=22]
[2021-09-06T22:36:31.114Z] <smtpd> [SMTP] [EOD] .
[2021-09-06T22:36:31.114Z] <smtpd> [E00] Processing <chrisgd.tenantmigration.com> (1)
[2021-09-06T22:36:31.115Z] <smtpd: [EOO] [script] INFO [NODE=inbound7.ore, ZONE=ore, REGION=us-west-2, CFG=us-west-2, CTX=DATA]
[2021-09-06T22:36:31.146Z] <smtpd> [E00] DKIM(duocircle.com): Successfully verified
[2021-09-06T22:36:31.390Z] <smtpd> [E00] [script] SPF=0
[2021-09-06T22:36:31.390Z] <smtpd> [EOD] [script] Whitelisted (self)
[2821-89-95722:36:31.432Z] <smtpd> [E00] RPD: str=6681.9A762F2A.613697EF.8015:5CF5TAT79816782,ss=1,re=-4.060,recu=0.080,reip=0.080,cl=1,cld=1,fgs=0
[2021-09-06T22:36:31.432Z] <smtpd> [E00] RPD: spam=unknown (0) virus=unknown (0)
[2021-09-06T22:36:31.039Z] <sntpd> [RCPT] [script] fasthttp: took 0.003 for ...i-key=X&type=list&status=black&domain=$1 [5=200, L=22]
[2021-09-06T22:36:31.114Z] <smtpd> [SMTP] [E0D] .
[2021-09-06T22:36:31.114Z] <sntpd> [E00] Processing <chrisgd.tenantmigration.com> (1)
[2021-09-06T22:36:31.115Z] <smtpd> [E00] [script] INFO [NODE=inbound7.ore, ZONE=ore, REGION=us-west-2, CFG=us-west-2, CTX=DATA]
[2021-09-06T22:36:31.146Z] <smtpd> [E00] DKIM(duocircle.com): Successfully verified
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[2021-09-06T22:36:31.390Z] <sntpd> [E00] [script] Whitelisted (self)
[2021-09-05722:36:31.4322] <sntpd> [E00] RPD: str=0001.0A702F2A.613697EF.0015:SCF5TAT79016782,ss=1,re=-4.000,recu=0.000,reip=0.000,cl=1,cld=1,fgs=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,recu=0.000,re
[2021-09-06T22:36:31.432Z] <smtpd> [E00] RPD: spam=unknown (0) virus=unknown (0)
```

#### COMPLIANCE

#### ODuoCircle



- 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

TenantMigration

#### **PRICING**



Self Service



Multiple domain discounts



45 day account duration

**Current Pricing** 

Partner Pricing

#### **SUPPORT**

- Frequently Asked Question
- support@tenantmigration.com
- +1-855-700-1386



Migration Guides



24x7 Live Technical Support

## INTERFACE DEMO