



Migration Suite

GETTING STARTED GUIDE

skykick

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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




SkyKick offers different migration project types to meet the unique needs and circumstances of each migration project. To choose the right project type for each migration, see:

[Choosing a Migration Project Type.](#)




If you are just getting started with SkyKick migrations, see [Top tips for your first SkyKick migration project.](#)

	 DATA-ONLY	 SMALL BUSINESS	 ENTERPRISE
PLAN – Migration Planner			
Automated Server Discovery	✓	✓	✓
Automated Mailbox Discovery	✓	✓	✓
Office 365 License Detection		✓	✓
Office 365 Licensing Selection		✓	✓
Mailbox Auto Match - Source and Office 365	✓		
Multi-Server/Multi-Protocol		✓	✓
Actions panel configuration		✓	✓
Bulk configuration		✓	✓
Multiple Domain Migrations		✓	✓
Staged Migrations			✓
Automated Communications		✓	✓
Hands-Free Configuration		✓	✓
DNS Automation Options		✓	✓
Migration Throttling Options	✓	✓	✓
Billing Options		✓	✓
Migration Report Generation	✓	✓	✓

Application Suites Comparison

	 DATA-ONLY	 SMALL BUSINESS	 ENTERPRISE
MOVE – Migration Sync			
Initial Sync: Data moved in advance of the migration	✓	✓	✓
Final Sync: Full Data true-up and post-migration sweeps	✓	✓	✓
DNS Automation: Zero downtime		✓	✓
Migration via Source Side Impersonation	✓	✓	✓
Migrate Now	✓		
Staged Migrations			✓
Fully Automated Domain redelegation		✓	✓
Partially automated domain redelagation		✓	✓
Partner Managed Domain Redelegation		✓	✓
Automated Domain Provisioning in O365		✓	✓
Basic Provisioning: Account and license		✓	✓
Advanced Provisioning: Users, DGs, Aliases, Permissions etc.		✓	✓
Password validation	✓	✓	✓
Password synchronization		✓	✓
Automates AD changes required for migrations		✓	✓
Automates MEU changes required for staged migrations			✓
Exchange Permissions for Public Folders and Mailboxes		✓	✓

Application Suites Comparison

	 DATA-ONLY	 SMALL BUSINESS	 ENTERPRISE
SETUP – Outlook Assistant			
Automated Desktop Readiness		✓	✓
Automated Outlook Patching		✓	✓
Automated Outlook Profile Creation		✓	✓
Automated Local PST Re-Attach		✓	✓
Signature Block, Address Autocompletes, Flags, Categories etc.		✓	✓
Fully Hands-Free Migration for End-Users		✓	✓
POP3/IMAP Primary .PST Data Migration		✓	✓
MANAGE – Migration Manager			
Sync Monitoring	✓	✓	✓
Alerts	✓	✓	✓
Migration Tracker	✓	✓	✓
Change Migration Plan	✓	✓	✓
Detailed Reporting	✓	✓	✓
Dynamic Project Management Capabilities	✓	✓	✓

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.



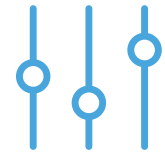
2 Migration Sync

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 Dashboard

The Migration Dashboard 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



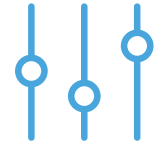
1 Migration Planner



2 Migration Sync



3 Outlook Assistant

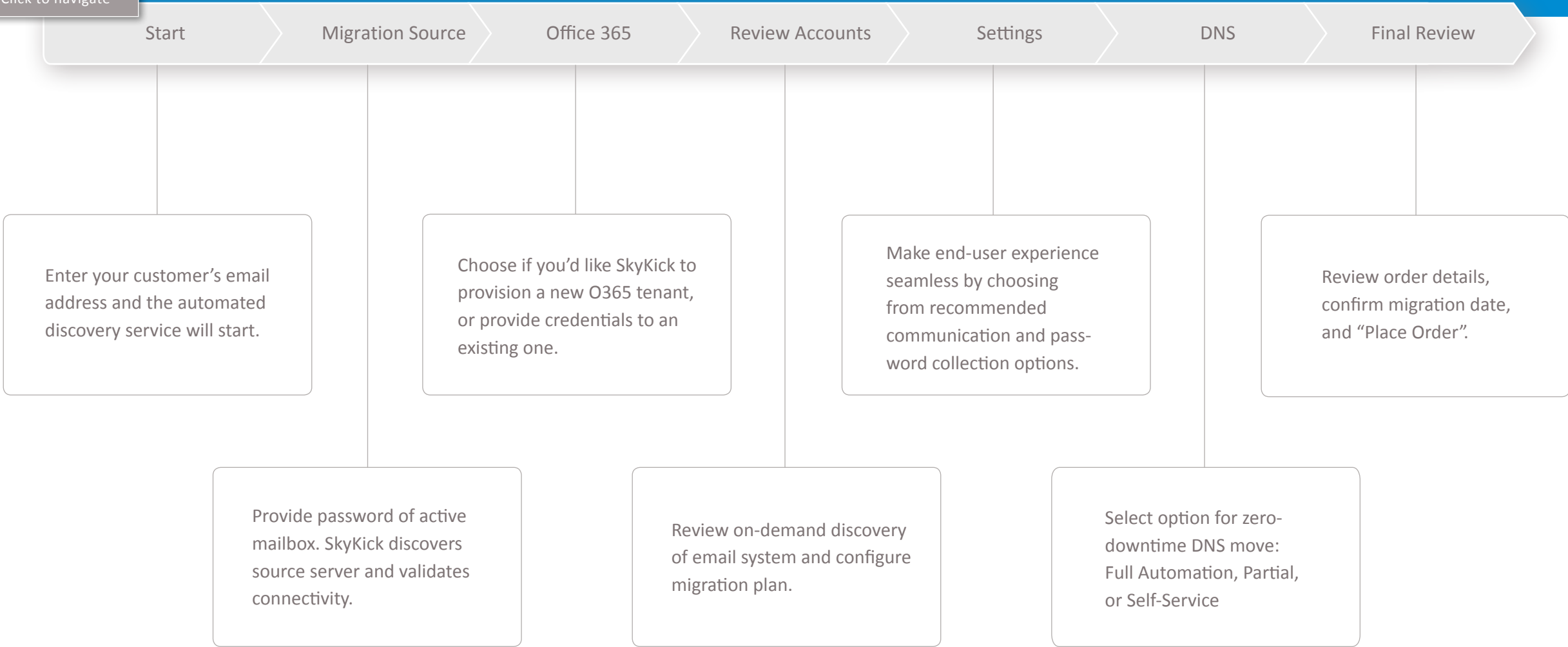


4 Migration Dashboard



Migration Planner

Click to navigate



Migration Planner

Start

Migration Source

Office 365

Review Accounts

Settings

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.

acmetech

Migrations

Manager

+ SMB Project

+ Enterprise Project

+ Data-Only

In Progress

Saved

Completed

Activities

Customer Self Service

Cloud Backup

Cloud Manager

Syndication **NEW**

Developer **NEW**

Communications

DNS Manager

Help Center

Admin

SMB Migration

Start > Migration Source > Office 365 > Review Accounts > Settings > 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.

Customer's email

Customer's email

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

HANDS-FREE MIGRATION

Migrate without any end-user participation needed! [Learn more](#)

Next Step >

What information do I need in the Migration Planner?

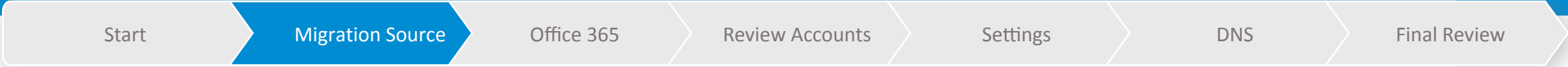
- Any active user's email address and password on their current system.
- Office 365 credentials (only if customer already has an Office 365 account)
- Domain Registrar credentials (optional)

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.



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

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Greg

Migrations

Manager

+ SMB Project

+ Enterprise Project

+ Data-Only

In Progress

Saved

Completed

Activities

Customer Self Service

Cloud Backup

Cloud Manager

Syndication NEW

Developer NEW

Communications

DNS Manager

Help Center

Admin

SMB Migration

Start > Migration Source > Office 365 > Review Accounts > Settings > DNS > Final Review

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.

Company Name

Customer email address

First Name

Last Name

Phone number

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

☐ Show password

Show settings

Verify

Discovered Settings

Email Provider

Exchange 2013

Registrar

GoDaddy

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".

Migration Planner

Start

Migration Source

Office 365

Review Accounts

Settings

DNS

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.

The screenshot shows the SkyKick Migration Planner interface. On the left is a sidebar with navigation links: Migrations, Manager, + SMB Project, + Enterprise Project, + Data-Only, In Progress, Saved, Completed, Activities, Customer Self Service, Cloud Backup, Cloud Manager, Syndication, Developer, Communications, DNS Manager, Help Center, and Admin. The main content area is titled 'SMB Migration' and shows a progress bar with steps: Start, Migration Source (active), Office 365, Review Accounts, Settings, DNS, and Final Review. Below the progress bar, there are two main sections: 'Customer Point of Contact' and 'Source Email System'. The 'Customer Point of Contact' section includes fields for Company Name (smb test), Customer email address (r2d2@sk-handfree.com), First Name (r), Last Name (d), and Phone number (1-000-123-4567). The 'Source Email System' section includes fields for Email Address (r2d2@sk-handfree.com), Email Password (masked with a green checkmark), a checkbox for 'Show password', Email System (On Premise Exchange), Protocol (Exchange EWS (Exchange2007+)), Username, and URI (https://mail.sk-handfree.com/ews/exchange.asmx). A 'Verify' button is at the bottom right. A 'Discovered Settings' box on the right shows 'Email Provider: Exchange 2013' and 'Registrar: GODADDY.COM, INC.'.

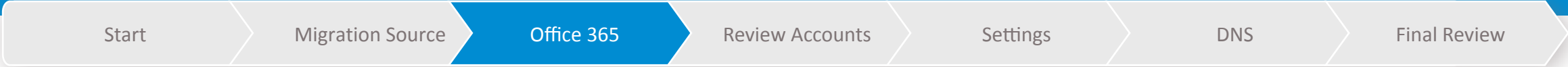
What is a 'URI', and how do I find it?

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).



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

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Greg

Migrations

Manager

+ SMB Project

+ Enterprise Project

+ Data-Only

In Progress

Saved

Completed

Activities

Customer Self Service

Cloud Backup

Cloud Manager

Syndication NEW

Developer NEW

Communications

DNS Manager

Help Center

Admin

SMB Migration - smb test

Start > Migration Source > Office 365 > Review Accounts > Settings > DNS > Final Review

Office 365 Account

Please verify the information below so the App can properly provision the Office 365 tenant once the order is completed.

Have you already created a Microsoft Office 365 account?

Yes

(You must choose this option if you wish to purchase through [Open](#), CSP, EA or other volume license type)

No

(SkyKick application will create the Office 365 tenant and provision licenses through the [Advisor](#) model)

Account Details

If you haven't created the Office 365 account no problem. SkyKick will do this for you and will provision the licenses for users.

Primary Country of Business

United States (US)

Office 365 tenant Domain

skhandsfree.onmicrosoft.com

Save for later

Next Step >

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.



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

Start > Migration Source > Office 365 > Review Accounts > Settings > DNS > Final Review

Mailboxes

Review what we've discovered is accurate. Add or remove mailboxes, folders, and distribution groups. Select your migration plan and Office 365 license.

Power user? Switch to the Advanced View for additional configuration options - [Learn more](#).

Switch to Advanced View

+ -

Search

Mailbox	Alias	Migration Options	O365 License
<input type="checkbox"/> bdrake@sk-handsfree.com	2	Default	E01
<input type="checkbox"/> bfett@sk-handsfree.com	1	Default (User Mailbox)	E01
<input type="checkbox"/> cxavier@sk-handsfree.com	1	Shared Mailbox	E01
<input type="checkbox"/> deathstar@sk-handsfree.com		Convert to Shared Mailbox	E01
<input type="checkbox"/> efrost@sk-handsfree.com		Resource Room	E01
		Resource Equipment	E01

- 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.
- Licensing:** Select the appropriate licenses in context of the users
 - Add** or remove users, aliases, and DG's
 - Public Folder & Shared Mailbox** memberships:
Add/Edit access info
 - Actions panel configuration:** Configure advanced email migration operations by separating mail routing from data migration
 - Bulk configuration:** Select large numbers of users to change domains, email username format and other actions across many users in one action
 - 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

Migration Source

Office 365

Review Accounts

Settings

DNS

Final Review

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

SMB Migration - smb test

Start > Migration Source > Office 365 > Review Accounts > **Settings** > DNS > Final Review

Detected Configuration

- DirSync
- Password Sync
- SMB Compatible

Recommended Migration

Hands-Free Migration - Based on the Detected Configuration, the Web Planner has preconfigured the migration settings for this project using the **Hands-Free Migration**. An Hands-Free Migration is the fastest 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.

Settings

Source Mailboxes

Access Mailboxes via: **ssb-handshas.com**

☐ Access Individually with End-User Credentials

☒ Access all mailboxes with one Privileged Account (SS) *(Credentials must be validated)*

Impersonation Account:

Password:

Outlook Assistant

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

☐ Users will download the Outlook Assistant via the Password Reception Page (Requires Local Administrator privileges)

Communications

☐ Send Password Reception Page Instructions to:

- ☐ Each End-User
- ☐ Partner Contact
- ☐ Customer Primary Point of Contact

☒ Send status and reminder emails to each End-User

Language:

Outover Schedule

	Credentials & GA	Final Instruction	Switching New	Migration Complete
Outover	Mar 11, 2017 8:00 PM	Mar 31, 2017 8:00 AM	Mar 31, 2017 8:00 PM	Final Sync Complete (UTC-08:00 Pacific Time (US & Canada))

Migration Summary

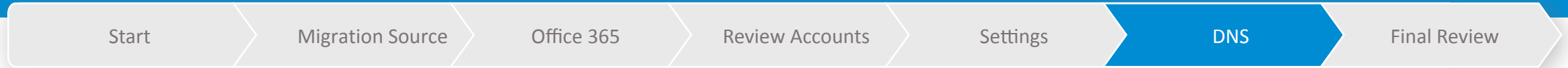
- ✓ **Source Mailboxes** - Access to the source environment will be via SS
- ✓ **Outlook Assistant** - The Outlook Assistant will be used to reconfigure each end-user's Outlook Client.
- ✓ **Outlook Assistant** - The Outlook Assistant will be deployed via Group Policy or other centralized MSI deployment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

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

In the “Settings” 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.

Migration Planner



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.

Tasks0

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.

Tasks2

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

Tasks8

How does SkyKick's DNS automation work?

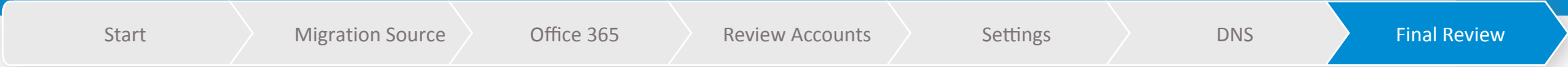
In this planning step, choose from 3 DNS options.

- 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.

Migration Planner



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.

+ Add a custom throttleReset to Defaults

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.

+ Add a custom throttleReset to Defaults

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.

Save for laterPlace order

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.

Migration Sync



1 Migration Planner



2 Migration Sync



3 Outlook Assistant



4 Migration Dashboard



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. For more information, see: [Office 365 Provisioning](#).



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. For more information, see: [Server Sync](#).



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. For more information, see: [DNS Sync](#)

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?

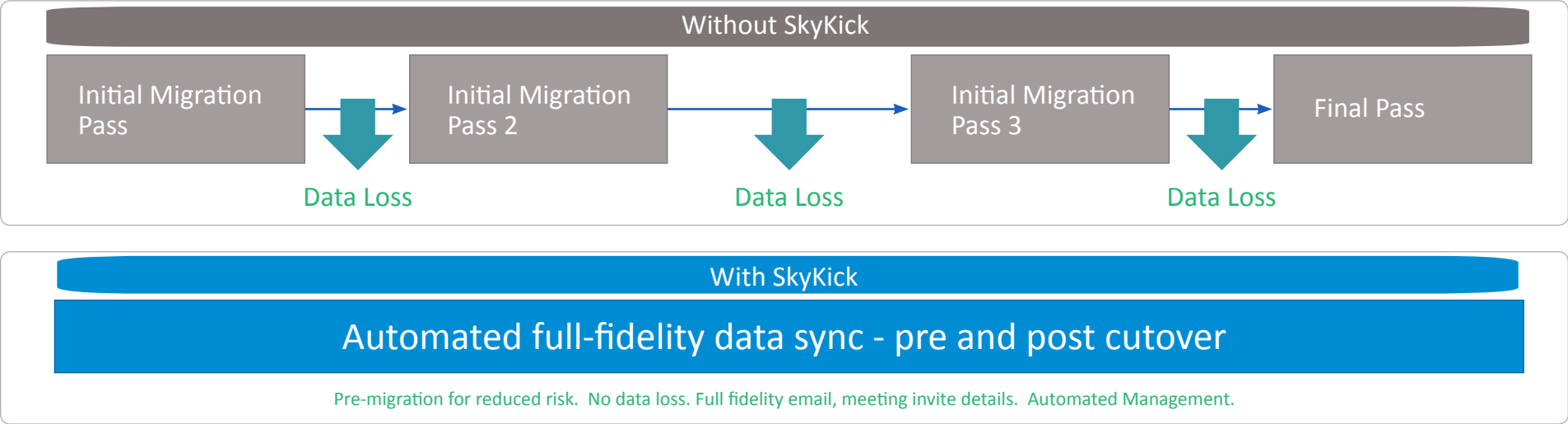
SkyKick no longer provisions trial licenses for customers for several reasons which adversely impact the customer. If E3 trial licenses already are available in the tenant, and you've indicated in the SkyKick web planner that those mailboxes are using E3, SkyKick will use the existing trial licenses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

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

SkyKick Sync: What SkyKick Migrates

Skykick can move data from virtually any on-premises or hosted POP3/IMAP/Exchange email system

MOVE – Migration Sync	POP3	IMAP	GOOGLE	SBS	EXCHANGE
Email	✓	✓	✓	✓	✓
Calendar	✓	✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓
Tasks	✓	✓	✓	✓	✓
Data Journal	✓	✓	✓	✓	✓
Alias/Distribution Groups	✓	✓	✓	✓	✓
Public Folders (Unlimited)				✓	✓
Public Folder Permissions				✓	✓
Shared Mailbox				✓	✓
Massive Mailboxes (50GB+)	✓	✓	✓	✓	✓
Email Flags	✓	✓	✓	✓	✓
Email Categories	✓	✓	✓	✓	✓
Folder & Calendar Permissions				✓	✓
Mailbox Full Access (Folder-Level) Permission					✓
Meeting Invite Integrity/Status	✓	✓	✓	✓	✓
Outlook Profile*	✓	✓	✓	✓	✓
Attach Add'l Offline PSTs*	✓	✓	✓	✓	✓
Address Autocomplete*	✓	✓	✓	✓	✓
Signature Block*	✓	✓	✓	✓	✓



Outlook Assistant



Server Sync



Exchange Assistant

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



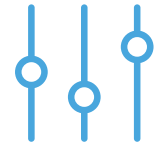
1 Migration Planner



2 Migration Sync



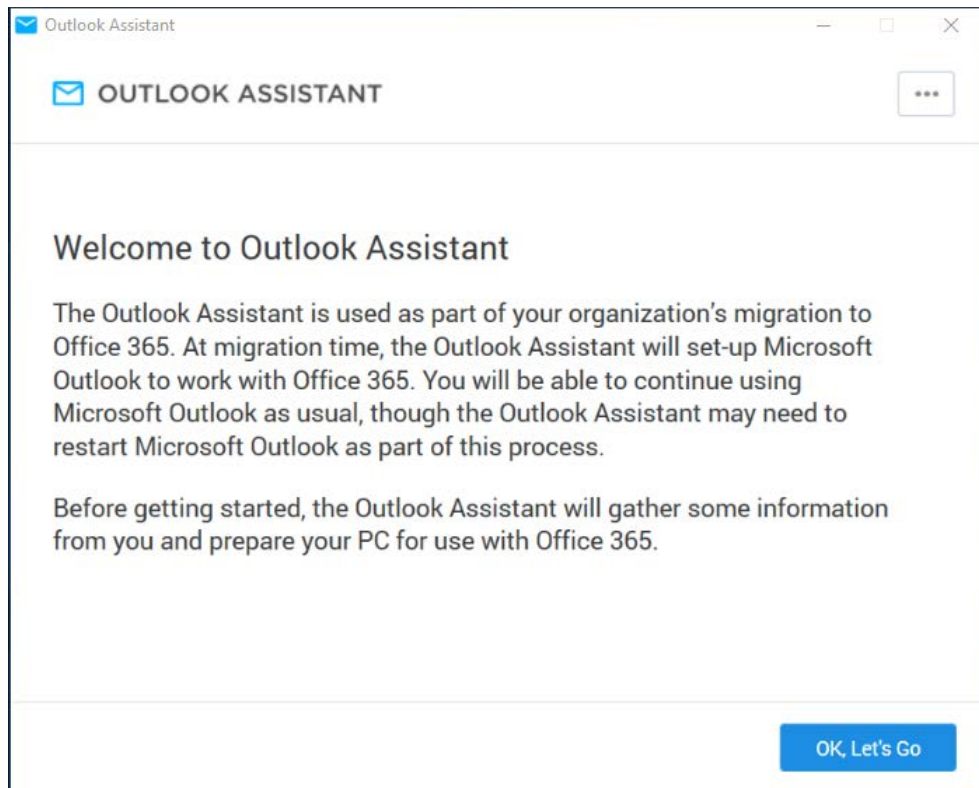
3 Outlook Assistant



4 Migration Dashboard



Outlook Assistant



For more information, see:

- [Outlook Assistant Overview](#)
- [Deploying the Outlook Assistant](#)
- [Outlook Assistant End User Experience](#)

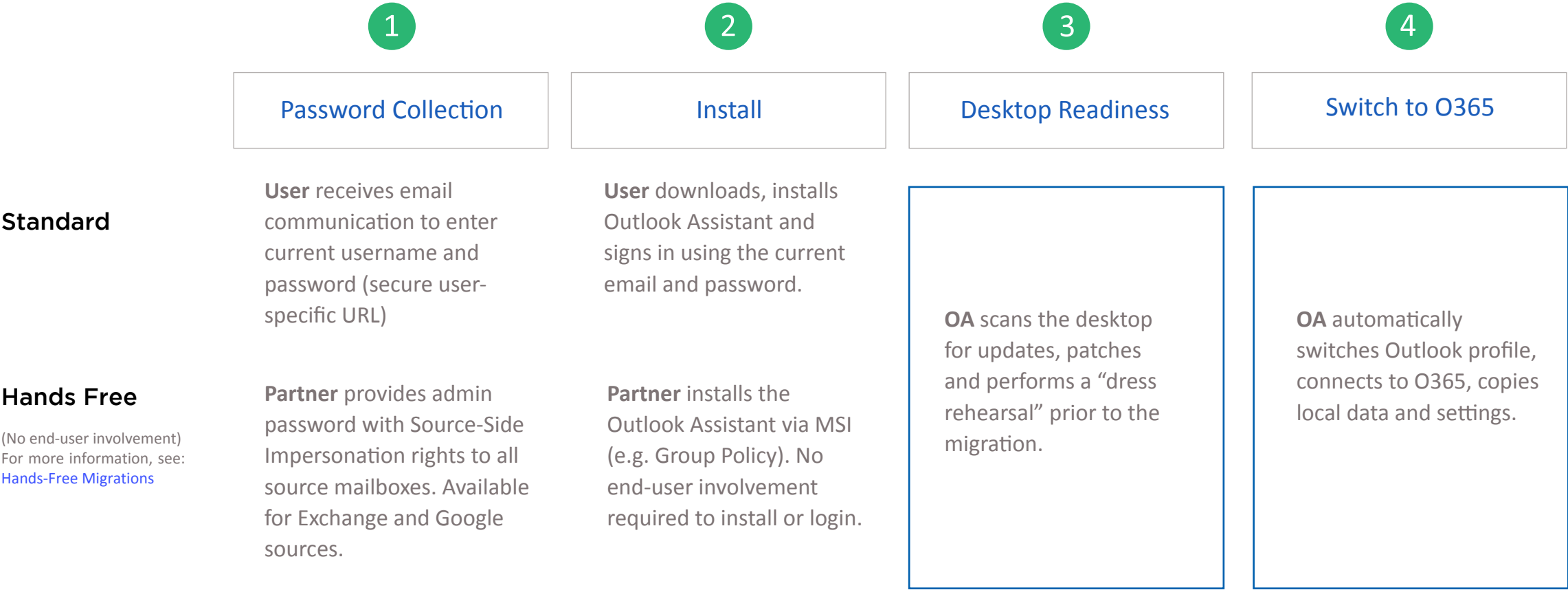
Key Features

- 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

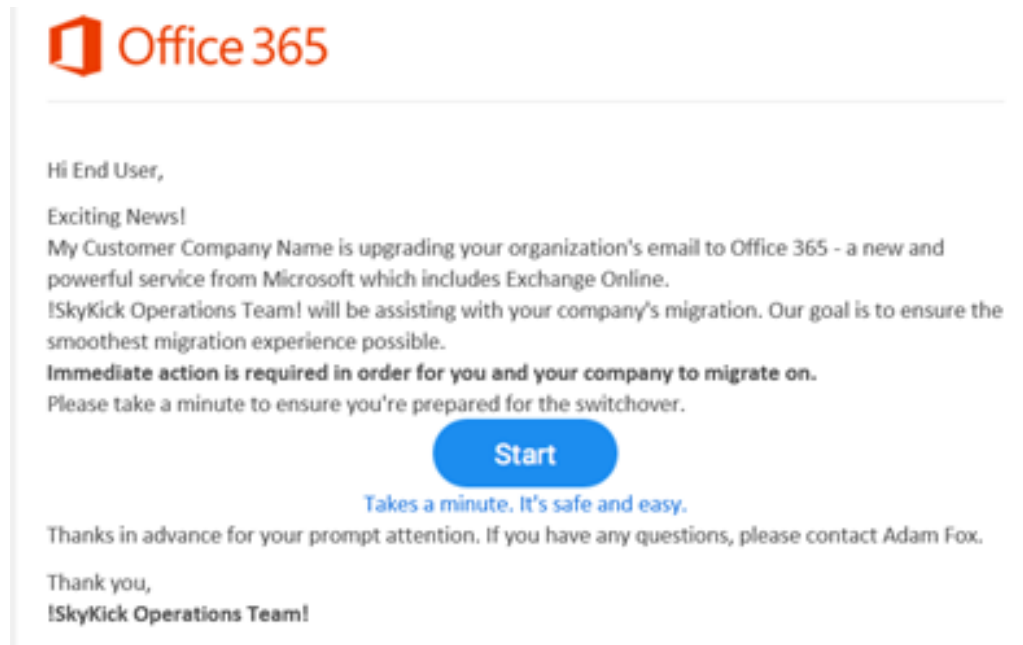
- Verifies Office version and Operating System are healthy and compatible with Office 365
- Patches Outlook to ensure connection to Office 365
- Pre-Checks connection to Office 365, displaying any problems as an Alert in your SkyKick Portal.
- Migrates & repairs NK2/X500/Autocomplete values.
- Re-attaches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

How Does Outlook Assistant Work?



Outlook Assistant Step 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.

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.

Current Email Information

Email Address

bob.loblaw@techcompany.com

Email Mailbox Username

Bob.loblaw@techcompany.com

Email Mailbox Password

.....

☐ Show password

Next >

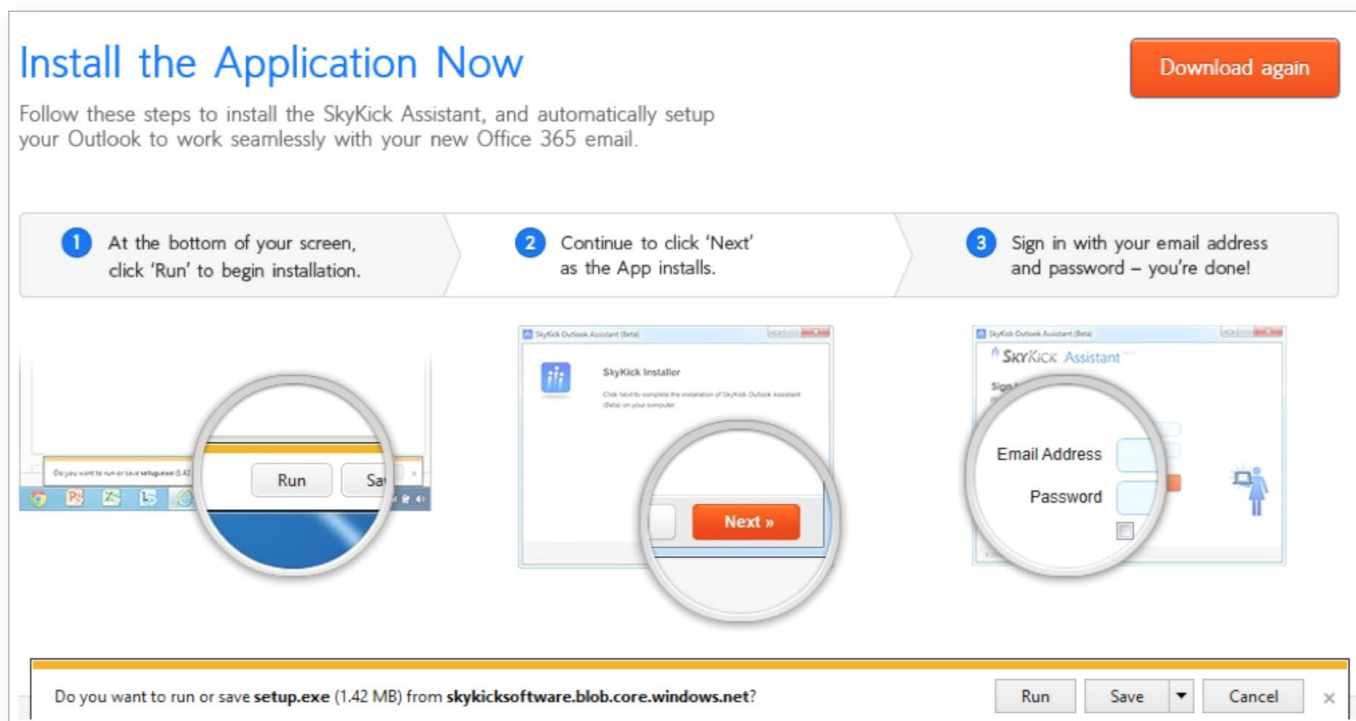
• • • •

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.

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?

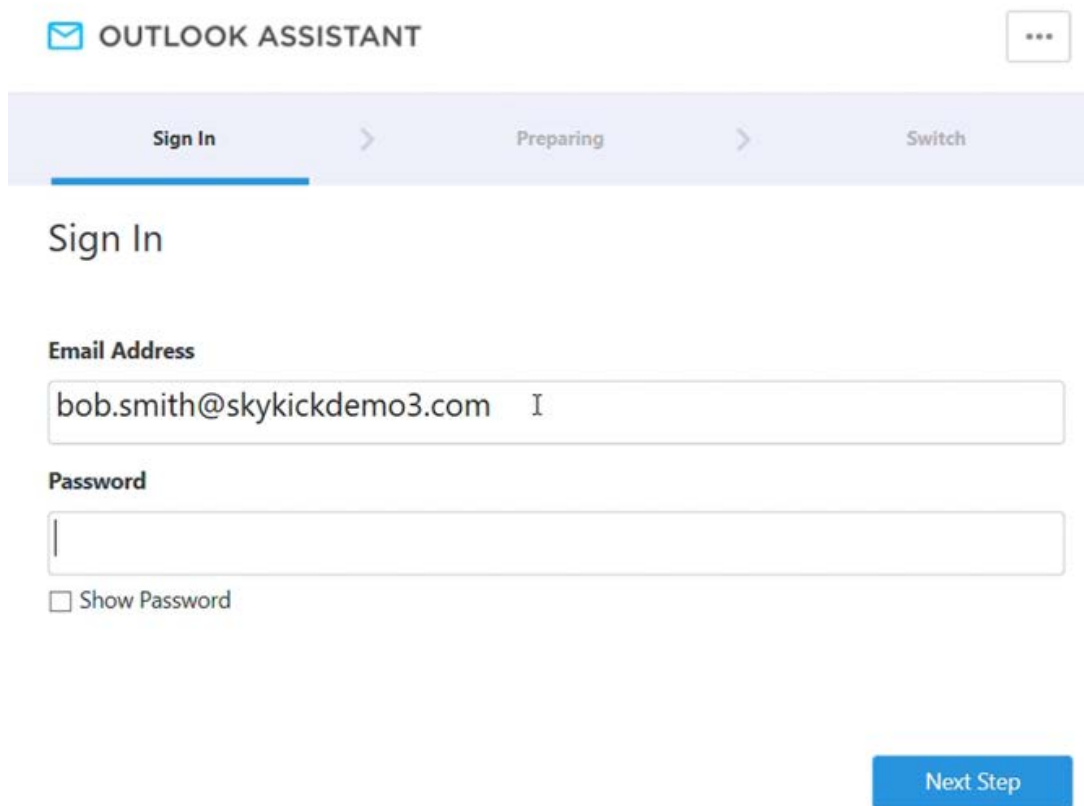
Absolutely, no additional fees apply.



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.

Outlook Assistant Step 4: Standard Only

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



 **OUTLOOK ASSISTANT** 

Sign In > Preparing > Switch

Sign In

Email Address

bob.smith@skykickdemo3.com I

Password

☐ Show Password

Next Step

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?

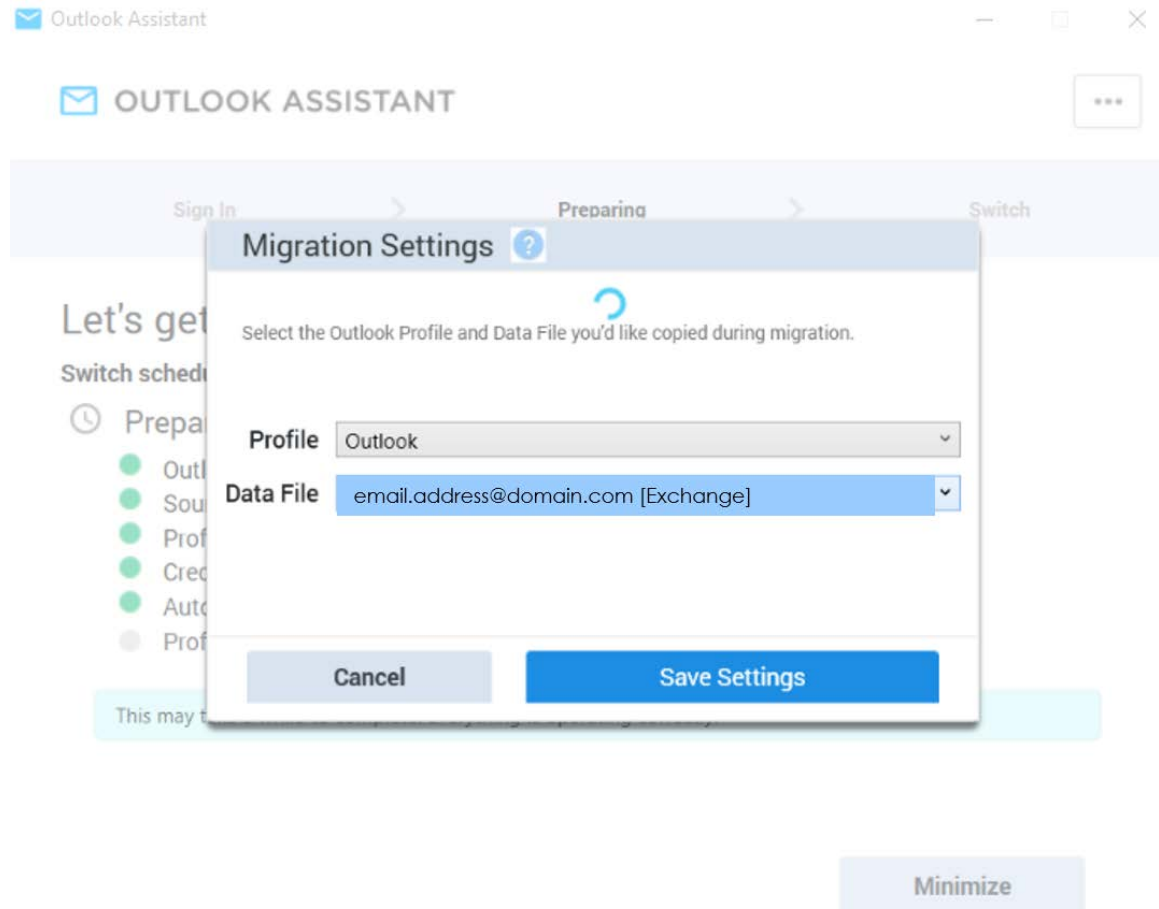
OA is un-branded for the time being. Users do not see the word "SkyKick".

What are the requirements for OA?

- Outlook 2010-2019 on Windows (no thin clients or terminal servers).
- Must have [.Net Framework 4.6](#) (or newer) FULLY installed before downloading OA.
- Local Administrator rights are required to download and install OA.

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?

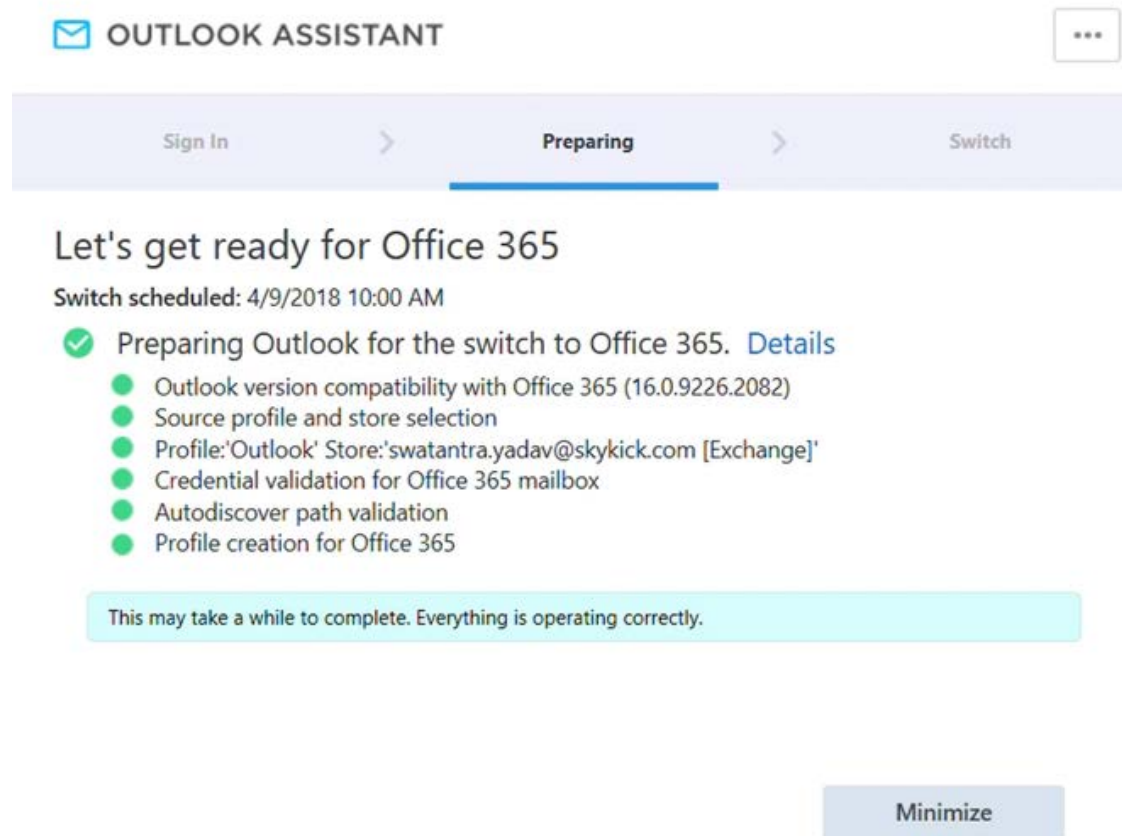
Yes. OA has built-in logic to avoid prompting the user for which Profile they'd like to copy settings from. Approximately 15% of all users migrated with SkyKick receive this prompt.

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 Slide 21 for a summary chart.

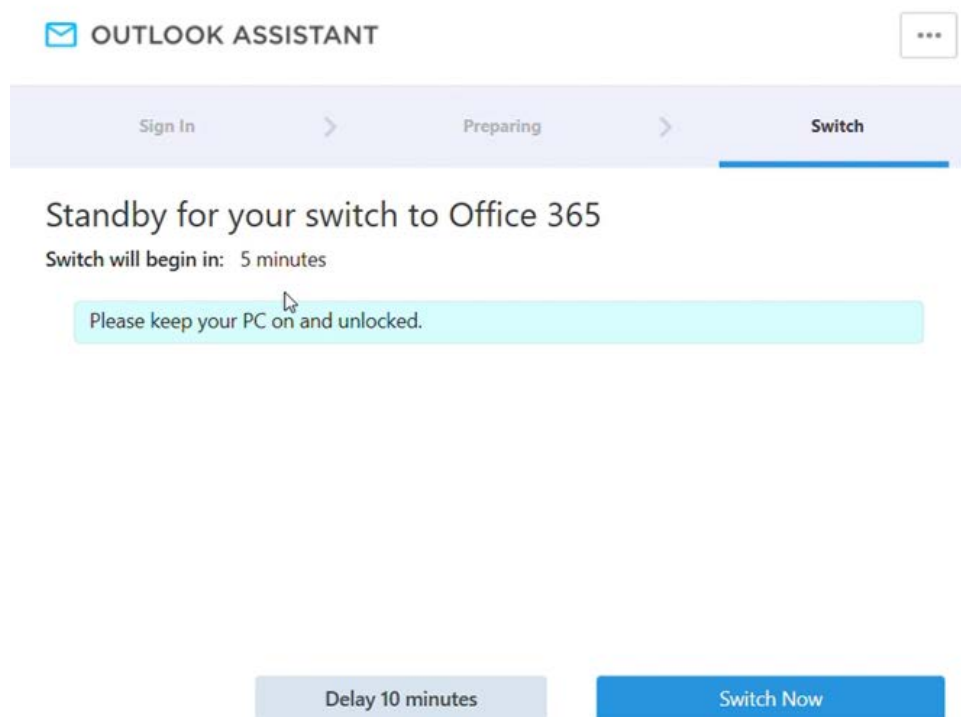
Outlook Assistant Step 6: Standard and Hands-Free

The Outlook Assistant will then prepare for the switch to Office 365.



Outlook Assistant Step 7: Standard and Hands-Free

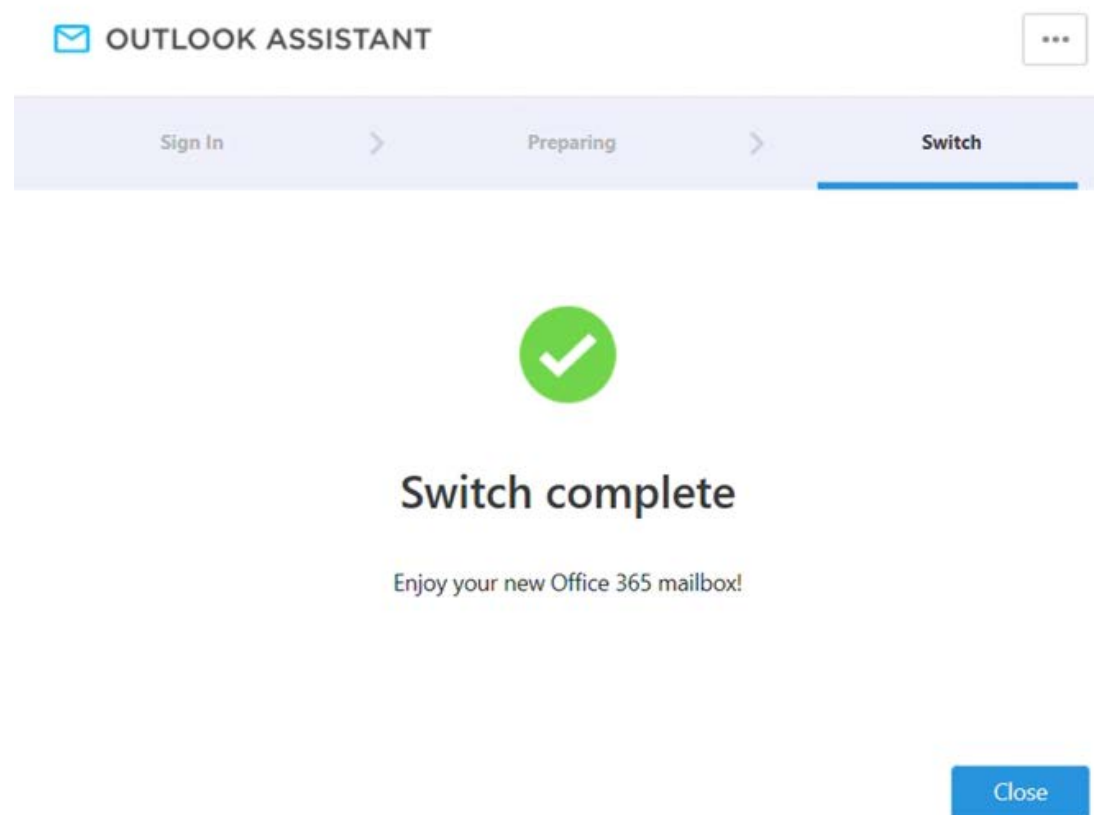
On the Migration Date, the Assistant will pop up. Outlook will automatically restart, and users will be using email powered by Office 365.



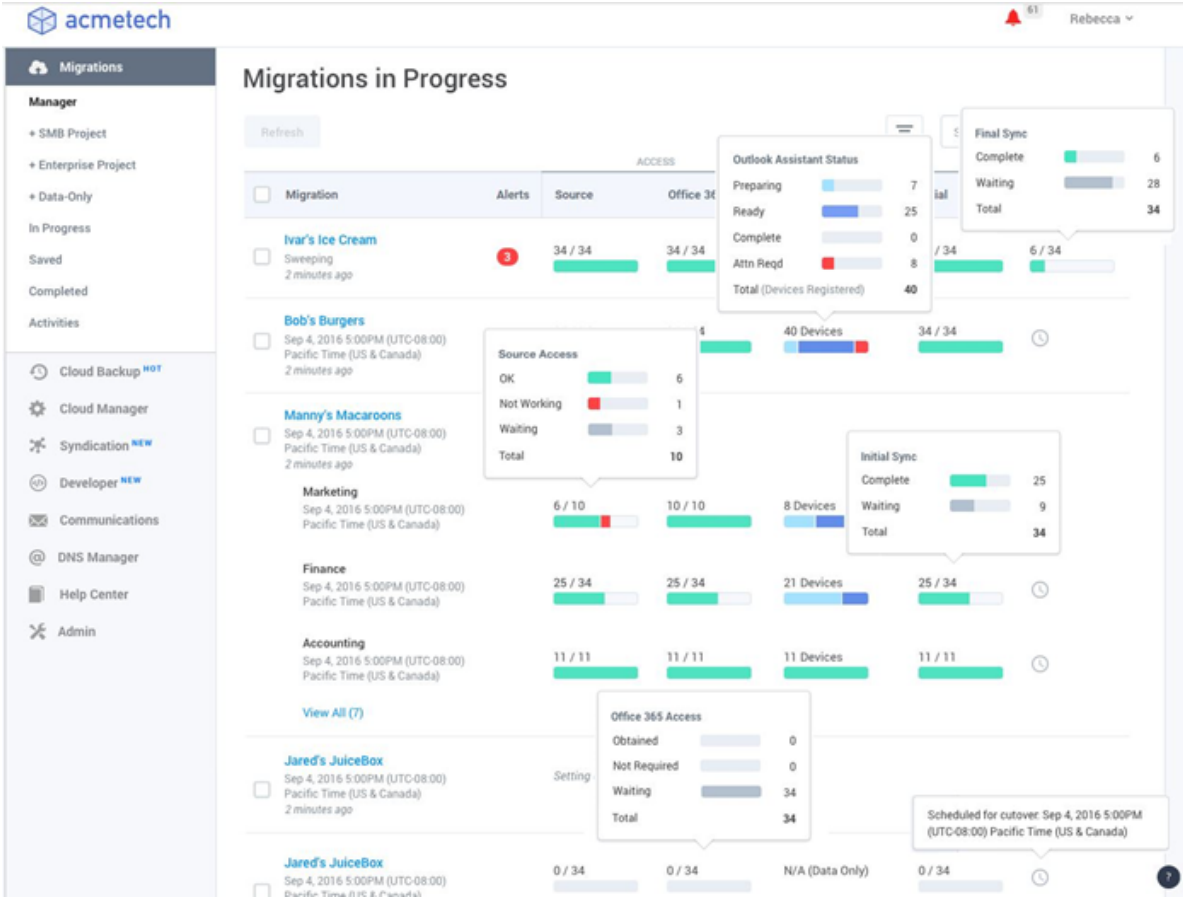
User only sees this if they're at their computer.

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.



Migration Dashboard



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

Enhanced visibility

- Progress bars that show how many users have access to Source and Office 365 and have completed Initial and Final syncs
- A stacked progress bar that shows the status of Outlook Assistant devices
- Hover-over tooltips that provide more details, e.g. a breakdown of Outlook Assistant statuses

More integrated information

- The cutover date for each project.
- The time of the most recent update of the dashboard information. This automatically refreshes every three minutes, but can be refreshed at any time by clicking the Refresh button at the top of the list.
- The number of Alerts shown in a red dot to the right of the customer name.

Shortcut links

If you click a status within a hover-over tooltip, it takes you directly to where you can monitor and take action on that status. E.g. if you click Not working in the Source Access hover-over tooltip, it opens the Sync tab pre-filtered to show only those whose source access is not working.

Migration Dashboard: Project Overview Tab

Contoso SMB

Cutover: Jun 30, 2017 5:00:00 PM (UTC-08:00) Pacific Time (US & Canada) [Edit](#)

Overview Alerts 4 Syncs Devices

Project Overview



Settings

Info Source Server DNS Office 365 Communications

Exchange Assistant/Outlook Assistant Key

Outlook Assistant MSI

[Download](#)

Customer PoC Name

Customer PoC Email Address

Customer PoC Phone #

Customer Company Name

Migration Plan

[Export Report](#)

The Overview tab shows a summary view of the project, including number of Alerts, progress bars for each process, and a summary of the project settings made in the Migration Planner. At the top of every tab in the Project view the cutover date and time, or click Edit to change the Migration Date.

The Project Overview tab also features a new **Settings** section that provides a summary of the migration settings from each page in the Migration Planner. Within each tab, you can view and make changes to the settings. In the months ahead, more controls will be added to these tabs.

- **Info:** Download the Outlook Assistant MSI or Export the Migration Plan
- **Source Server:**
 - Configure throttling
 - Update Source-Side Impersonation (SSI). For more information, see [Troubleshooting Source-Side Impersonation \(SSI\)](#).
 - Update Source Connection URI. For more information, see [Update Source Connection URI](#).
- **DNS:** Update Registrar Credentials
- **Office 365:** Update Office 365 Credentials
- **Communications:** Edit communications settings

For more information, see [Migration Dashboard](#)

Migration Dashboard: Alerts Tab

Contoso SMB

Cutover: Jun 30, 2017 5:00:00 PM (UTC-08:00) Pacific Time (US & Canada) [Edit](#)

Overview Alerts **4** Syncs Devices

Migration Alerts

☐

☐

ActiveArchiveComplete

Alert	Date
<div><input type="checkbox"/> Source Server - Action Required - Password(s) Changed for jkirk@sk-handstree.com (4)</div> <div>The user credentials for jkirk@sk-handstree.com have changed since they were entered into the Migration Application. Updated credentials should be submitted to the Migration Application by the user, or the source credentials set back to their original values. Click jkirk@sk-handstree.com and choose "Resend Gather Passwords Email" from the Action Pane to enable the user to resubmit their credentials via the Password Reception Process. Click here to view all users with source access issues.</div>	May 27, 2017
<input type="checkbox"/> Source Server - Action Required - Password(s) Changed for jkirk@sk-handstree.com	May 27, 2017
<input type="checkbox"/> Source Server - Action Required - Password(s) Changed for bfett@sk-handstree.com	May 27, 2017
<input type="checkbox"/> Source Server - Action Required - Password(s) Changed for ssummers@sk-handstree.com	May 27, 2017
<input type="checkbox"/> Source Server - Action Required - Password(s) Changed for hsolo@sk-handstree.com	May 27, 2017

You can access project Alerts by clicking the red dot on the Migration Dashboard or the Project Overview tab, or by selecting the Alerts tab.

Many Alerts include Shortcut Links to navigate directly to where action can be taken to resolve the Alert.

For more information, see [Migration Alerts](#).




Migration Dashboard: Sync Tab - Progress View



The Syncs tab offers new and more streamlined Progress and Configuration options. The Syncs tab will open in the Progress view. Here, you can monitor and take action on various aspects of the migration project (e.g. provide passwords). You can toggle to the Configuration view to make changes to mailboxes (e.g. converting an individual mailbox to a shared mailbox) by clicking Configuration. As you toggle between each view, all filters and selected items remain.

To focus on the information that is most important, you can use multiple filters at the top of the list. Click the filter icon next to the Configuration tab and choose from a variety of filters. These span both the Progress view and Configuration view, allowing you to combine filters to focus on specific items that require both Progress and Configuration actions.

For more information, see [Migration Dashboard](#)

Mailboxes

Actions   




Progress Configuration  1 Search 


Filters Access 1 Sync Mailbox Domains


	Source	O365	Devices	Initial	Final	Delta	Sweep
<input type="checkbox"/> Source Access							
<input type="checkbox"/> OK							
<input checked="" type="checkbox"/> Not Working							
<input type="checkbox"/> Waiting							
<input type="checkbox"/> O365 Access							
<input type="checkbox"/> OK							
<input type="checkbox"/> Waiting							
<input type="checkbox"/> Not Required							
<input type="checkbox"/> Not Working							

	Source	O365	Devices	Initial	Final	Delta	Sweep
<input type="checkbox"/>	!	⌚	● Migration Ready	✓	✓	⌚	⌚
<input type="checkbox"/>	!	⌚	● Attention Required	✓	✓	⌚	⌚
<input type="checkbox"/>	!	✓	2 Devices	✓	✓	⌚	⌚
<input type="checkbox"/>	!	✓	● Migration Ready	✓	✓	⌚	⌚

Credentials

2 selected   





In the Actions panel, you can:

- Resend Password Reception Email to request source and/or destination passwords for all selected users
- Provide Source Password to enter the source password for a single selected user
- Provide Destination Password to enter the destination password for a single selected user
- Test Source Credentials to test access for any number of selected users.

Migration Dashboard: Sync Tab - Configuration View

Contoso SMB

Cutover: Jun 30, 2017 5:00:00 PM (UTC-08:00) Pacific Time (US & Canada) [Edit](#)

Overview Alerts **4** Syncs Devices

Mailboxes

Progress Configuration

Search

Migration Email Format

Source Mailbox

Source Type

Data

Destination Mailbox

Dest. Type

License

Alias

bdrake@sk-handsfree.com

✓

bdrake

@sk-handsfree.com

E1

Edit

Commit

Source Mailbox

Source Type

Data

Destination Mailbox

Dest. Type

License

Aliases

✓

bdrake@sk-handsfree....

✓

bdrake@sk-handsfree....

E1

2

User Mailbox

Shared Mailbox

Resource Room

Resource Equipment

Select the **Configuration** view to perform actions, such as adding, deleting, or editing mailboxes, Public Folders, and Distribution Groups. This page includes the same features recently released in the Advanced Review Accounts Page, including:

- Enhanced mailbox triage experience for Shared Mailboxes, Resource Room, and Resource Equipment mailboxes and their members
- Expanded bulk edit capabilities
- Additional Distribution Group configuration options, including Mail Tips

For more information, see [Migration Dashboard](#)

Migration Dashboard - Devices Tab

OverviewAlerts4SyncsDevices

Devices

Devices below have installed and signed into the Outlook Assistant.

Actions

2 selected

Retry Profile Creation

Mark Manually Completed

Retry Gather PC Info

Uninstall Outlook Assistant

Learn more

Close

Email Address	Device Name	Device Status	More Information	Last Polled
<input type="checkbox"/> hsolo@sk-handstfree.com	Image6363176...	Attention Required	Supplied O365 password is no longer valid. Contact...	—
<input checked="" type="checkbox"/> efrost@sk-handstfree.com	Image6363176...	Attention Required	Mapi64Helper.msi installation not completed	—
<input checked="" type="checkbox"/> jpocard@sk-handstfree.com	Image6363176...	Attention Required	Mapi64Helper.msi installation not completed	—
<input type="checkbox"/> rdarkholme@sk-handstfree.c...	Image6363176...	Attention Required	Insufficient disk space	—

Devices Tab provides visibility, troubleshooting, and controls to help manage the Outlook Assistant devices.

Status of the Outlook Assistant on each device

Once the Outlook Assistant has been installed on a device, its status can be monitored. Device statuses include:

- Preparing: Installation has begun and the Outlook Assistant is performing its work.
- Ready: Installation is complete. Device is ready for cutover.
- Complete: Cutover is complete.
- Identifies specific errors if they occur

Troubleshooting

If an issue has been detected, the **Device Status** will be **Attention Required**, and under **More Information** will be a link to troubleshooting information in the Help Center.

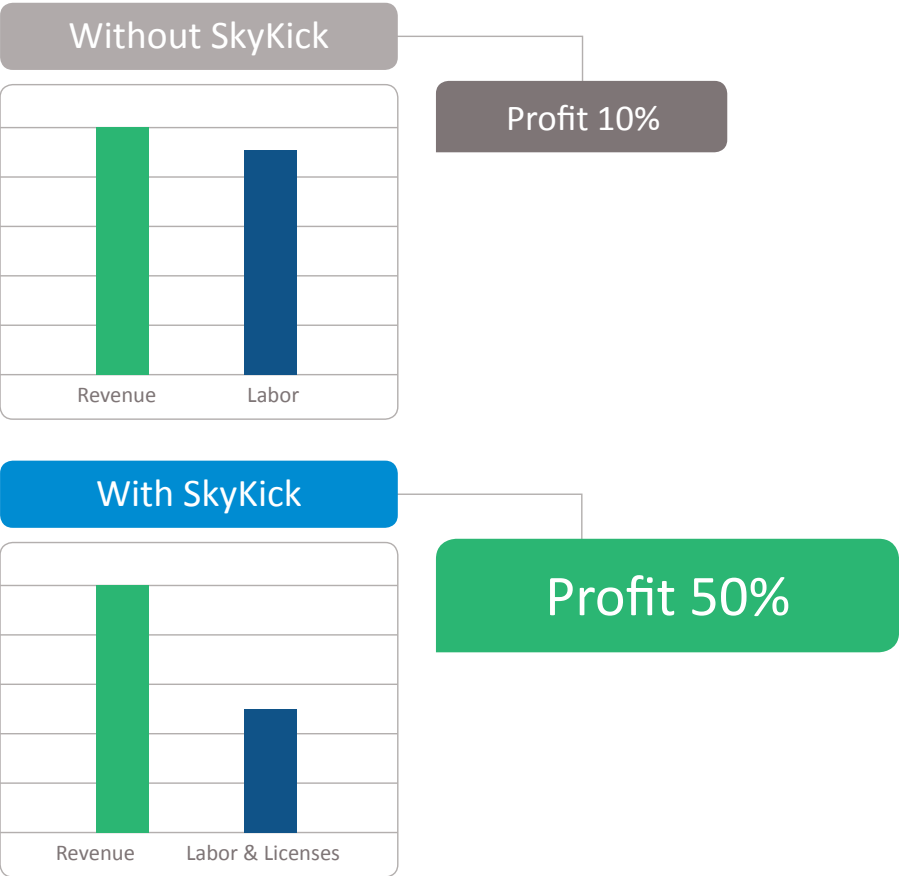
Controls

You can also take action on one or more devices. To open the Devices Actions Panel, select the device(s) and click Actions. For more information, see [Using the Devices Actions Panel](#).

For more information, see [Migration Dashboard](#)

Pricing & Project Profitability

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



- **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)

- 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).

Support and Feedback



SkyKick Support

- 24/5 free phone and email support included for all SkyKick registered Partners.
- All support technicians are experienced Migration Specialists.
- Support is 100% staffed within our Seattle and Amsterdam offices.

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

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

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