

## Services Offering Description

### AAA-WGA-PP

# Migration as a Service (QMaaS) – Per Mailbox

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This document states the planned activities, technical requirements, and other terms for the Service Offering stated above.

## PROJECT OVERVIEW

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The QMaaS Service Offering will provide customers with a migration concierge who migrates mailboxes tenant to tenant on the schedule you provide up to the total number of mailboxes identified on Customer's Order for the QMaaS Service Offering. This service is designed as full service enabling flexible options to determine the desired result to suite your business needs. Quest Professional Services will handle the day to day tasks associated with your mailbox migrations.

### Services Package Objective

This section will outline the purpose of the service offering, to define what is included, and to highlight some areas specifically excluded. The section will also outline the responsibilities and identify the appropriate resources that may have to be allocated from all parties to complete the requirements of the package.

### The QMaaS offering includes the following:

- Provides a Customer Care Concierge ("CCC") responsible for guiding the Program's progress and desired business outcome.
- Provides customer the environment preparation criteria and ensure all those requirements are met prior to start of mailbox migrations.
- Perform end to end technical testing to ensure Quest OnDemand Migration ("ODM") platform is able successfully complete a single migration under the present configuration.
- Manage Migration schedule determined and validated with customer team.
- Provide visibility into migration progress through a the ODM dashboard

## PLANNED ACTIVITIES

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Our services concierge will work with your IT personnel on the following three phased approach for the total number of mailboxes stated on your Order:

- **Onboarding Phase**

Quest will host an onboarding session that will allow your IT Department to perform the necessary processes to prepare for this QMaaS Program.

- Customer receives welcome email with their Unique ID
- CCC sends onboarding packet and schedules a set up call with customer
  - Customer determines migration schedule
- Customer/CCC responsibilities
  - Customer registers in Quest On Demand using their Unique ID
  - Customer notifies CCC of the Quest On Demand email address
  - CCC Notifies Customer to create Tenants
    - Customer Adds ODM tenants and

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- Customer Grants Consent in ODM tenant
- CCC Performs Discover Accounts
- CCC validates prerequisites and performs Assessment
- Customer provides full migration schedule to CCC
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- **Operational Phase**

This Phase represents the steps necessary to perform the necessary Mailbox Data Synchronization & Migration; as such, collaboration is required with Customer to communicate with user population as significant events are performed by the CCC and other Quest representatives.

- Perform pre migration assessment
- Match Source Accounts with existing target accounts
  - Match accounts
  - Manually map accounts
  - Clear the Matches
- Migrate Accounts
  - Create collections
  - Populate collections
  - Match accounts / groups by attribute
  - Import mapping from file
  - Migrate accounts
- Migrate Mailboxes
  - Get schedule from customer
  - Select mailboxes from schedule
  - Assign active licensing plan
  - Specify the migration scenario
  - Specify target mailbox
  - Specify mail folders to be transferred (if necessary)
  - Limit the date range for content transfer
  - Schedule when to start the task
  - Finished
- Configure notifications for mailbox owners
- Switch mailboxes
  - Open Mailboxes
  - Select the migrated mailboxes
  - Click switch mailboxes
  - Specify mail forwarding direction
    - Source => target
    - Target => source
  - Provide customer domain name for forwarding
  - Configure notification message (optional)

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- Schedule task
  - Check selected options and name the task
  - Choose finish to save or start the task
  - Monitor Progress and Track Issues
- **Closeout Phase**

This Phase represents the completion of this QMaaS Program. All technical, financial, and collaboration becomes final.

#### OTHER TERMS AND PREREQUISITES

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- You agree to cooperate with Quest in its delivery of the Services.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Customer must provide the migration schedule.
- Azure sync not required.
- After a delay of greater than two weeks, Customer will provide at least a two week notice of intention to resume the project to ensure resources are appropriately allocated.
- Quest reserves the right to change resources during a project as it sees fit.
- Customer must have a valid subscription to ODM in quantities sufficient to perform the number of migrations required.
- Any pre-paid QMaaS services that remain unused after twelve months of purchase shall expire without right of refund.
- The CCC or other Quest personnel will not engage in fixing Source or Target environment.
- This Service Offering will be considered a T&M SO but billed on a per Mailbox basis rather than a Per Day or Per Hour basis.