## Company Type

Oil equipment supplier, Andrews, Texas

## Industry

Oil & Gas

# How Apps4Rent Migrated Mailboxes of a Texas-Based Equipment Supplier from Rackspace to Office 365 with Cutover Migration

## Background:

An equipment supplier in Andrews, Texas was looking to migrate 131 mailboxes hosted from Rackspace's servers to Office 365. Since Rackspace was proving to be too expensive, they were looking for options that could take care of their IT needs at a lower cost.

## Apps4Rent's Solution:

When they contacted Apps4Rent, we suggested them to migrate to Office 365. On Apps4Rent's advice, they purchased 70 Business Essentials licenses, and 40 Business Premium licenses. Apart from that, they also had a few users on Exchange Online Plan 1 which needed to be migrated separately.

Apps4Rent presented a comprehensive migration strategy with a well-defined process, along with three types of migration options: cutover migration or PST import using migration. Also, provided alternative methods and possible outcomes for each case.

## Results:

Using cutover migration, Apps4Rent migrated all the mailboxes from Rackspace's servers to Office 365 tenant. The IT costs were reduced by almost half after migrating from Rackspace to Office 365.

# Background:

When an oil and gas company in Texas reviewed their annual budget, their IT costs far exceeded their designated budget. They were using Rackspace's hosted servers for their email. It was too expensive for a non-IT company to spend such crazy money on hosting services. What could have been done here?

Due to their budget constraints, they even thought to go self-hosted. But they lacked IT expertise since their core business was very different from managing servers. They were looking for a service that was reliable, inexpensive, and took care of everything from the scratch. That's where they called Apps4Rent for help.

# The Solution:

When Apps4Rent's experts studied the company's IT infrastructure, we found that Office 365 would be a better option than Rackspace. With Office 365, it is estimated that their costs could drastically come down. With Apps4Rent's consultation, the company purchased Office 365 Business Essentials/Business Premium for 110 users, with additional licenses for Exchange Online Plan 1 for 21 users. The customer wanted their users to use the same credentials they have on the local AD with Office 365. Thus, Apps4Rent suggested Azure AD Connect and helped to integrate their on-premises directories with Office 365.

Since the company was pretty convinced about Apps4Rent's migration expertise, they chose Apps4Rent to carry out their entire migration process.

## What Did We Do?

- Presented a comprehensive migration strategy with a well-defined process, along with the options for different types of migration suitable for their business requirements
- The suggested types of migration: cutover migration, or PST import using migration
- Apps4Rent also provided alternatives for every case and its possible outcome

## How Did It Begun?

There was a single point of contact from both the sides – the company's senior IT admin interacted with Apps4Rent's transition manager to discuss the intricacies and details of the migration process. Obviously, the company admin had a lot of questions – including its efficacy, its effect on end users, filesharing, unassigned users, data loss during migration, post-migration checklist, training – which were thoroughly answered by our transition manager. Our confidence in answering all migration questions comes from the deep-rooted expertise accumulated over 16 years.

## What Does Company Need to Share?

We requested to share the login details of Rackspace control panel along with Rackspace mailboxes. With a screenshare and a phone call, our admins configured the Active Directory sync for customer's local AD. The company admin shared all the FullAccess details and was in meticulous conversation with our transition manager.

After customer changed from .local domain to .net domain, the cutover migration was initiated.

## Migrations – Issues and Resolution

There were issues in demo due to the permission restrictions. Thus, our experts reverted one user from .net to .local and ran the command repadmin/syncall/AdeP to sync between the domain controller.

Two options were presented to the customer:

1. Fix local environment to make it compatible with .net
2. Setup Office 365 without sync

For the first option, the customer had to ensure that .local dependencies were addressed in their local environment before running the sync. The second option proceeded with the migration without getting synced.

Once customer agreed for the second option and turned off the sync, Apps4Rent experts went ahead and executed the migration through a well-defined and methodic process. Till the migration was complete, Apps4Rent experts were in direct co-ordination with the company admin to answer all the questions he had at every point.

## Executing the migration

Apps4Rent executed a successful cutover migration after turning of the sync. Apps4rent also diagnosed and fixed a few minor issues that occurred during migration. The migration was restarted for a couple of users who were unlicensed.

After the cutover migration was carried out and all errors rectified, our team move to perform Exchange migration.

Similarly, for Exchange migration:

✓ Apps4Rent performed pre-requisite checks from current Exchange environment including FullAccess, Outlook, Autodiscover
✓ Our experts initiated the cutover migration for Exchange
✓ Changed DNS once migration was complete

> "*Apps4Rent diligently monitored the migration until it was completed successfully. All the minor activities related to migration were brilliantly taken care of. With Apps4rent's detailed plan at every step, we were convinced that our migration was in safe and able hands. Apart from migration, we have learnt a thing or two from Apps4Rent's reliable customer service*"
>
> \- Dave, Senior IT Admin, Oil and gas supplier in Andrews, Texas

## Final Outcome

Apps4Rent successfully implemented all the mailboxes as per customer's requirements. All the users were able to sync successfully without any issues. The calendars and contacts were also migrated successfully. The entire migration was completed under two weeks, even after considering customer's sync issues.

After migrating from Rackspace to Office 365, the company's IT budget is under their control. Now they can optimize their budget efficiently, even better than before, without compromising any business productivity. Post migration, Apps4Rent is managing their IT now, and the company couldn't be happier.