GODADDY SMALL BUSINESS WEBINAR SERIES:

How to move your business email to Office 365

May 17, 2017

INTRODUCTIONS
- My name is Deanna Furlong, and I'm a GoDaddy Customer Education Advocate based working out of my home in Sonoma, California.
- I'm joined today by Office 365 Product Expert, Mira Lynn, also a remote employee based in Austin, Texas; and our technical expert, Office 365 Product Manager, Nick Biggs based in GoDaddy's Gilbert, Arizona office.
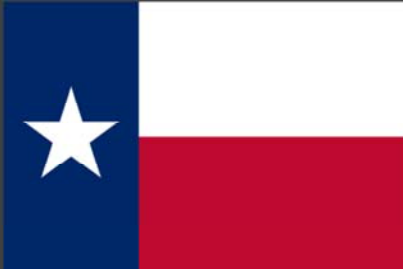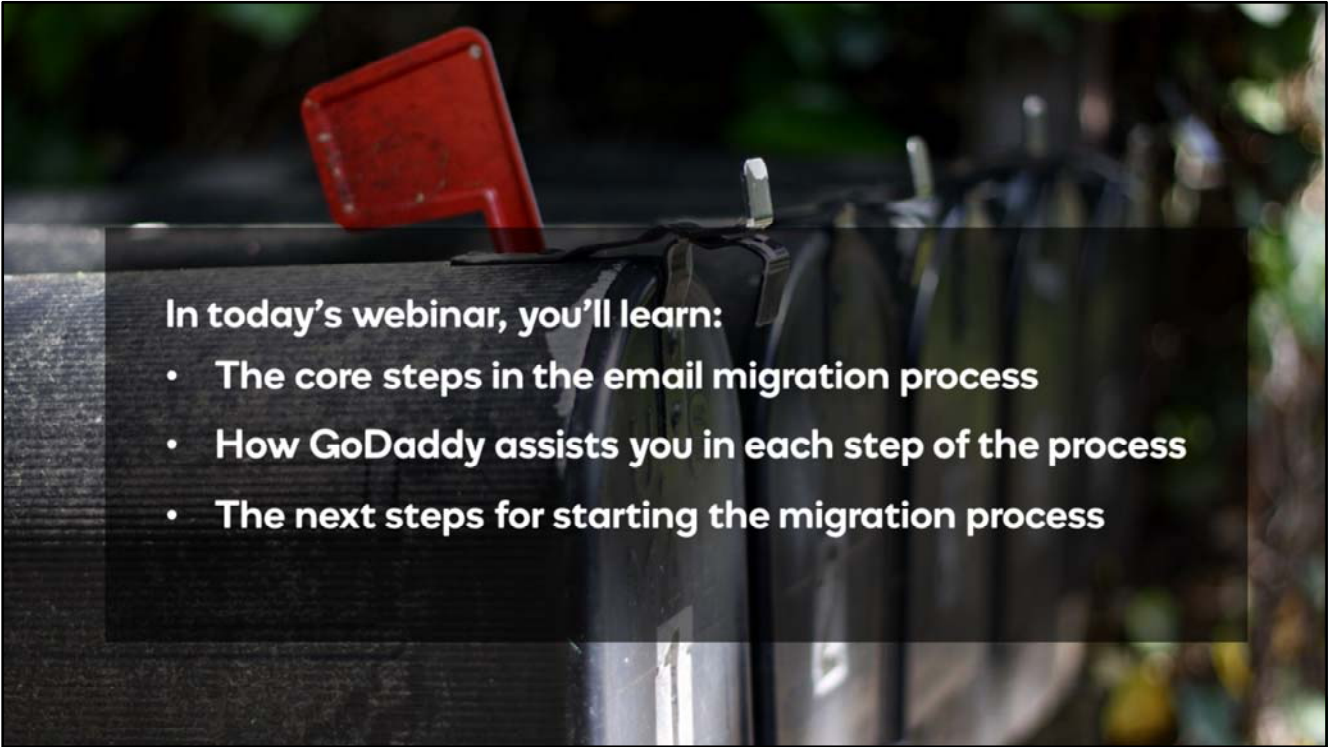
In today's webinar, you'll learn:

- The core steps in the email migration process

- How GoDaddy assists you in each step of the process
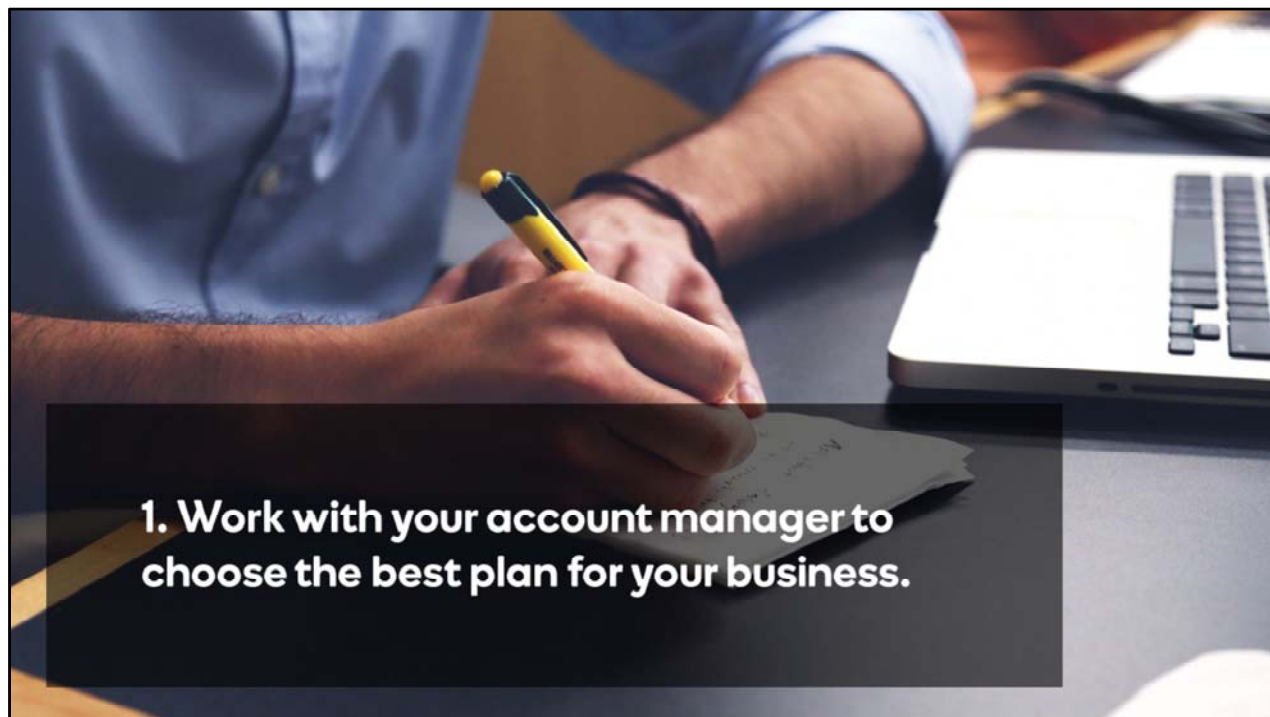
- The next steps for starting the migration process

What is total number of business and consumer emails sent and received per day?
a. 150 billion
b. 200 billion
c. 250 billion
d. More than 250 billion

In a worldwide use study by the Radacati Group, it was estimated that **269 billion emails are sent daily**.
SOURCE: http://www.radicati.com/wp/wp-content/uploads/2015/02/Email-Statistics-Report-2015-2019-Executive-Summary.pdf
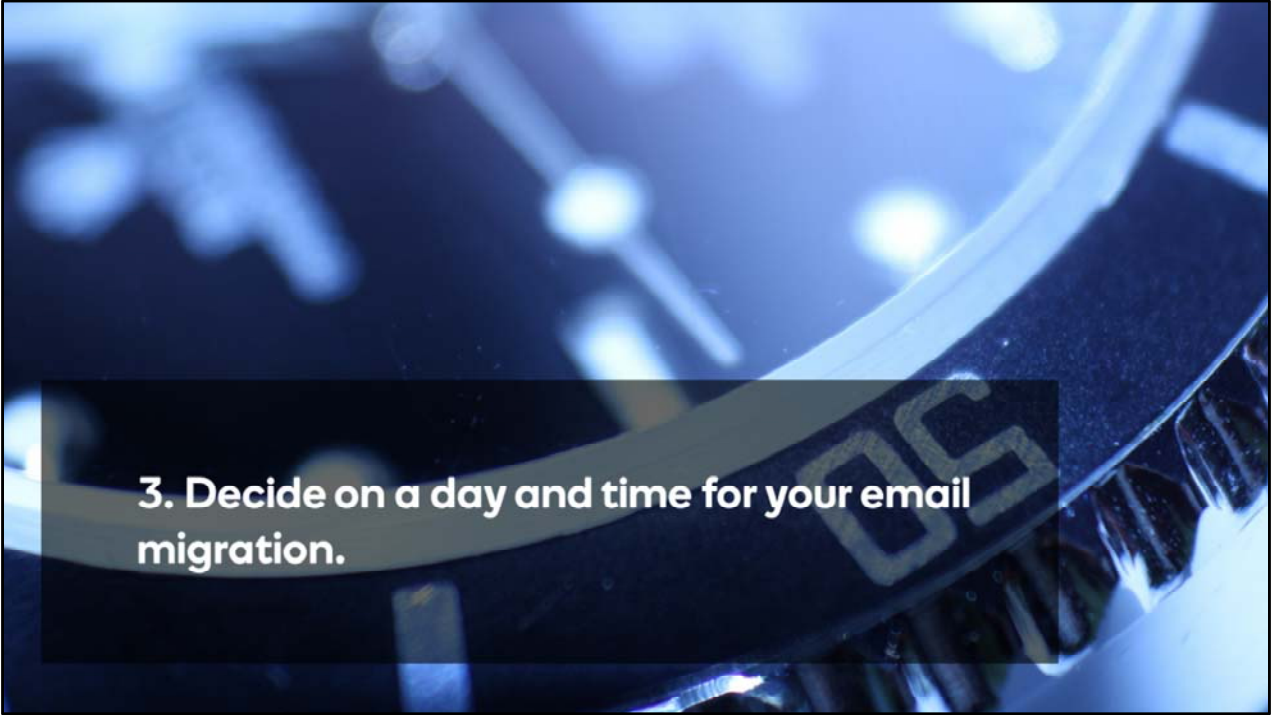
1. Work with your GoDaddy Account Manager to find the best plan for you.

- **Call our GoDaddy Office 365 Experts at (480) 463-8341,** or go online to our website and request a call at a time that is convenient for you.
- Share your business needs and goals with your account manager and they will advise you on which plan best suits your needs.
- Answer a few questions about your business and current email setup, and your account manager will go to work crafting a custom migration plan for you.

2. Familiarize yourself with the migration process.
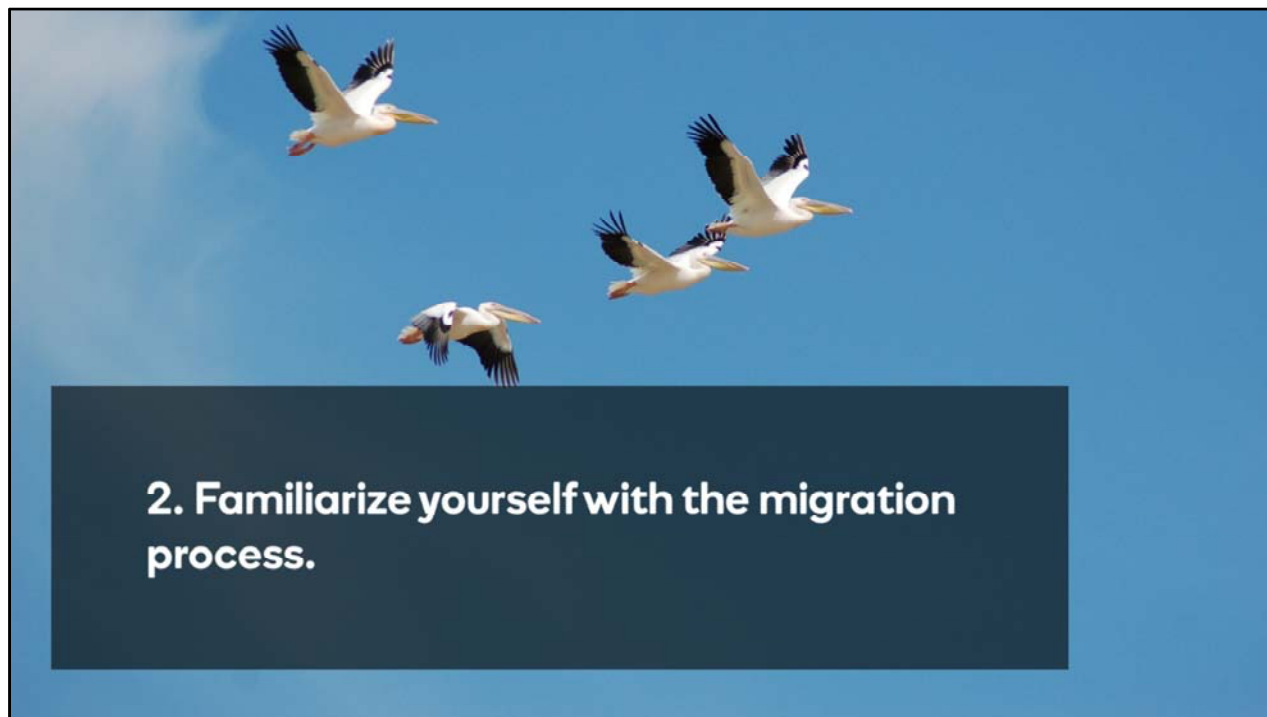
2. Familiarize yourself with the type of migration process GoDaddy offers (the not-really-a-step step, step)
- GoDaddy uses a 'cut-over' migration process
- A 'cut-over' migration allows you to choose a pre-determined date and time (you choose!), at which you will stop using your current email and start using Office 365.
- This type of migration ensures full continuity of all email services; once 'cutover' occurs you are able to seamlessly use your new Office 365 email.
- GoDaddy will connect directly to your existing mail server and pull the data over

3. Choose the date and time for your migration.
- You can literally (not figuratively) choose any date and time you would like to have your migration done – this is the date upon which you will begin using your Office 365 email.
- Allowing a 7-day lead time before your cut-over migration occurs is ideal, especially for larger organizations where gathering employee information may cause delays, but it is not required.
- Most companies choose either early morning or after-work hours for migrations, but again, if you want to migrate in the middle of the day, it's your choice.

D. 2000 +

Photo via VisualHunt.com

How many email migrations, in terms of mailboxes, does GoDaddy do per month?
a. 500 – 1000
b. 1001 - 1500
c. 1501 - 2000
d. **2000+**

ANSWER: On average, GoDaddy migrates, or moves, 2000 – 3000 mailboxes/month for our customers!

4. Create new email accounts for your employees.

4. Create your employee accounts.
- The method by which your employee accounts are created is determined by the size of your organization and the current location of your email.
- If you are moving from GoDaddy Workspace email to Office 365, GoDaddy will simply transfer your employee accounts as-is, for you.
- If your company is on the smaller side, your account manager may be able to create your employee accounts for you, or assist you in creating them, by asking just a few questions during your call.
- If your organization has more than 10 employees, your account manager will work with you to determine the best method for creating your employee accounts.

5. Ensure your employees receive and complete their email migration information request.

- Before migration occurs, your employees will receive an email requesting specific information that GoDaddy needs in order to successfully move their mailbox data.
- If you are on a Windows computer and you are moving from desktop Outlook to Office 365, your employees will receive a wizard tool that walks them through the employee information request.
- This request includes providing their full login credentials on their current mailbox; if they don't remember what their password is, have them reset their password first and then provide it.

6. Sit back and relax… GoDaddy is handling your migration.

- Eight hours prior to the cut-over time, all employees at your company will receive an email reminder from GoDaddy of the pending migration.
- If your employees are on a Windows computer, and you are moving from desktop Outlook to Office 365 an automated tool is used.
  - All active users will see a pop-up message indicating that the switch will occur in approximately 10 minutes (allows them to save any files they're working on).
  - At cut-over time, the tool will put your employees' computer to sleep, and when their computer 'wakes' they will be able to access and use their new Office 365 email.
- If your employees are on a Mac OS, or accessing their email via their mobile device (most of us), after cut-over they will need to delete their previous email account and set up access to their new email account on their computer or mobile device.

That concludes today's webinar.

Thank you for participating in today's webinar! Ready to take the next step? Call us at (480) 463-8341 to set up a one-on-one consultation with our productivity experts today; or just visit us on the web at godaddy.com

Next Small Business webinar is JUNE 7th
Our monthly overview webinar: Moving Your Office into the Cloud with Office 365
We'll have demo session and open Q&A with our product management team.