skykick MIGRATION

CCB Technology Uses SkyKick to Transform its Office 365 Cloud Business

"By streamlining each migration project, enabling effective management of multiple migrations, and helping us save customers money while remaining profitable, SkyKick has helped transform our migration practice from a backlog of projects to an efficient, growing business." *Logan McCoy, VP Services*

The Challenge:

Every migration offers its own unique variables and challenges which can make migrations risky, time-consuming, and difficult to manage and scale. CCB Technology previously tried two other migration tools for their Office 365 migrations. However, according to Logan McCoy, VP Services, "With other tools, we ran into many issues that would drag projects to a halt, and because they didn't save a lot of time over the entire migration project, we had to schedule clients out 8-12 weeks."

The Choice:

McCoy states, "We enjoy how simple SkyKick is, the Outlook Profile configuration, the continued innovation put into the tool, and most importantly the support available to us." If we run into problems, we can immediately get the SkyKick Support engineers involved to help us come to a quick resolution for our clients. Since switching to SkyKick, we have not had a project that had to be stopped, and we frequently find that issues that would prevent other tools from working are not a problem with SkyKick." Additional features which have contributed to CCB Technology's success include:

• The breadth and depth of automation and visibility across migrations

• Success across many source environments

• Comprehensive, scalable project management

• The ability to easily perform migrations across multiple locations, including remote workers

• Unlimited, consultative support at every point of the migration

The Value:

Nik Lipor, Sales Engineer, reports, "We are now spending about 30% less time on migrations than we were with other tools, and we are also running into fewer issues. Migrations that would have ground to a halt before proceed with no issues using SkyKick." McCoy adds, "The time saved on every project has meant cost savings for our clients and empowered us to scale our cloud business more profitably."

ccb TECHNOLOGY

CCB Technology helps customers achieve their goals by making IT simple with end-to-end solutions for all things IT.

Website: www.ccbtechnology.com

Country: United States

"Managing multiple migrations without the ease of SkyKick's interface would be an enormous challenge. SkyKick makes it simple with its summary view of all concurrent projects and alerts, helping us shorten the time of each migration and simplifying the management of simultaneous projects."

Logan McCoy, VP Services
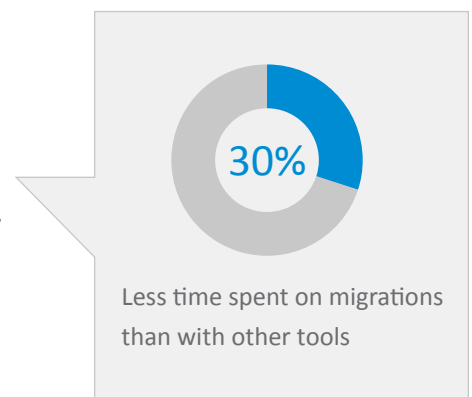
30%

Less time spent on migrations than with other tools

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The Challenge

The demand for Office 365 migrations continues to increase as more and more companies realize the ease of management, improved collaboration, resiliency, security, and reduced internal footprint that it offers. This offers a substantial opportunity for partners who are able to scale their migration and cloud business to take advantage of the demand.

As of June 2016, CCB has successfully migrated 56 organizations, including 3260 mailboxes to Office 365. CCB Technology previously tried two other common migration tools for their Office 365 migrations. However, according to Logan McCoy, VP Services, "With other tools, we ran into many issues that would drag projects to a halt, and because they didn't save a lot of time over the entire migration project, we had to schedule clients out 8-12 weeks."

The Choice

McCoy summarizes their decision for SkyKick: "We enjoy how simple SkyKick is, the Outlook Profile configuration, the continued development into the tool, and most importantly the support available to us. If we run into problems, we can immediately get the SkyKick engineers involved to help us come to a quick resolution for our clients. Since switching all of our Cutover migrations to SkyKick, we have not had a project that had to be stopped, and we frequently find that issues

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Automation and visibility across migrations

SkyKick technology automates the majority of tasks and processes across an entire migration project, making it easier to scale an IT partner's migration business. McCoy states, "One of the real advantages of SkyKick is the automation and ease of use within the SkyKick portal. We have used it to not only empower our business, but also to inform our discussions with clients as a key selling point. It puts their minds at rest, knowing that we are using an automated tool that has been used across thousands of organizations to deploy their email infrastructure to the cloud in a timely and non-disruptive manner."

Success across many source email environments

The variety of source email environments and the unique aspects of migrating from each can present a challenge to scaling an Office 365 migration practice. Through documentation, automated tools, and unlimited, consultative support, SkyKick helps partners effectively migrate customers from the most common source email environments.

Google

Migrating customers from Google Apps requires a variety of steps within the Google Portal, and presents the issue of how to handle Google Labels which are unlike how Office 365 organizes email. Louis Wegner,

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Network & Infrastructure Engineer, states, "SkyKick offers great documentation for configuring Google migrations and keeps it up to date as Google occasionally changes their processes." SkyKick also offers the option for customers to convert Google Labels to either folders or categories in Office 365 and provides best practices to improve the transition for end users.

Exchange

While Exchange migrations are the most common, they too can introduce complexity. Wegner states, "SkyKick provides great documentation for scenarios involving Autodiscover, AADSYNC, and AADConnect." McCoy adds, "I like the Exchange Assistant feature the most with these types of migrations, as it can handle migrating permissions from onsite to cloud, which can be quite cumbersome to do manually."

IMAP and POP

IMAP and POP migrations present challenges, due to the amount of data that is stored locally rather than on the email server. According to McCoy, "SkyKick really shines with IMAP sources, since there is no source side impersonation available. With the password reception automatically emailed to the end-user, there is no time spent manually gathering users' passwords." He continues, "Using other tools for POP migrations requires remoting into the workstations and spending significant amounts of time manually migrating data. The SkyKick Outlook Assistant automates

that process, saving us a lot of time and clients quite a bit of money."

Office 365

A restriction of Microsoft online services is that a vanity (custom) domain cannot exist in more than one online tenant at a time. This restriction makes a migration from one Office 365 tenant to another more complex to manage, as the vanity domain needs to be removed from the source tenant before it can be re-added to the destination tenant. In spite of this challenge, McCoy states, "Migrations from Office 365 to another tenant have been extremely easy with SkyKick. Their system is intelligent enough to handle all the details."

Comprehensive, scalable project management

Scaling any business requires effective and efficient project management. McCoy emphasizes, "The SkyKick Migration Tracker provides a very comprehensive view across all migration projects and for each individual project. Any issues that are found, whether it is the end-user PC needs Office updates, or email password has changed and needs to be updated are reported as alerts. This proactive support reduces risk to nearly zero. I feel confident that when all users in the migration planner are 'green' and there are no open alerts, there will be next to zero issues after cutover."

In addition to providing effective individual project management, the Migration Tracker empowers partners to scale their business

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through efficient management of multiple projects. McCoy states, "Managing multiple migrations without the ease of SkyKick's interface would be an enormous challenge. SkyKick makes it simple with its summary view of all concurrent projects and alerts, helping us shorten the time of each migration and simplifying the management of simultaneous projects."

Simplified migrations across multiple locations and remote workers

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. This tool empowers partners to perform migrations with much less manual effort and across multiple locations, including remote workers. Nick Longrie, Network & Infrastructure Engineer, reports, "We migrated a company with 128 users across four locations. The Outlook Assistant significantly streamlined the migration by saving the onsite tech from having to manually reconfigure each user's Outlook profile. The customer was very pleased with both the success of the migration and the minimal impact on end users."

Unlimited, consultative technical support

Like SkyKick's comprehensive approach to migration project automation, SkyKick offers free, unlimited, consultative support across entire migration projects, from pre-sales planning to migration complete. McCoy

states, "There are definitely some things with each migration that are unique and can't be automated. It helps us approach every migration with confidence knowing that we can contact support, not only to resolve issues, but to prepare in advance and plan the most successful migration experience for both the customer and us."

He concludes, "The support provided with SkyKick is phenomenal. Anytime we have run into an issue the team has been right there to step in, help out, and keep the migration moving forward. This is a very different experience from the support we experienced with other migration tools we have used."

The Value

Streamlined migrations

McCoy emphasizes, "The most important thing to us as a partner is that the tool is functional and doesn't cause delays in a migration. Since using SkyKick we haven't run into any downtime." Nik Lipor, Sales Engineer, adds, "We are now spending about 30% less time on migrations than we were with other tools, and we are also running into fewer issues. Migrations that would have ground to a halt before proceed with no issues using SkyKick."

Simultaneous migrations

McCoy states, "Before using SkyKick, we were so backlogged with projects that were taking more time than expected that we had to schedule out migrations 8 to 12 weeks. Because SkyKick streamlines migrations

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Profitability and scalability

The reduced time and risk provided by SkyKick automation and support reduce the total costs of a migration. This has enabled CCB to price migrations more competitively, while ensuring profitability. McCoy reports, "The time saved on every project has meant cost savings for our clients and empowered us to scale our cloud business more profitably."

McCoy concludes, "By streamlining each migration project, enabling effective management of multiple migrations, and helping us save customers money while remaining profitable, SkyKick has helped transform our migration practice from a backlog of projects to an efficient, growing business."