



# CHOOSING YOUR OFFICE 365 PARTNER



A good migration partner not only understands the technology supporting Office 365, but is also able to plug into your organization as assess your specific business tech needs.

A successful migration not only preserves your functionality, access and data, it can also improve the bottom line and allow your organization to develop new processes and methodologies with access to the full suite of Office apps.

## WHAT THEY NEED TO ASK YOU:

Potential partner organizations need to be asking you the right questions or they won't be able to fully complete a successful migration. The more you are able to provide specific and detailed information, the better the results will be. This initial fact-finding will support the entire migration and configuration process.

### When a partner comes to the table, they need to ask:

- ✔ What are your business objectives?
- ✔ How do you determine success?
- ✔ Who are your key decision makers in management and in the technical fields?
- ✔ How does technology support your business?
- ✔ What are your goals in moving to Office 365?
- ✔ How do you handle administration and user roles?
- ✔ What special concerns (security, access, etc.) are inherent to your specific company or your business sector?

## WHAT YOU NEED TO ASK THEM:

On the other side of the equation, you will need to evaluate their processes, communication and ability to actually perform the migration.

### When meeting with a potential partner you need you ask (and get answers to):

- ✔ What benefits have your previous clients seen after a migration?
- ✔ How do those clients compare in size, scope and industry to our migration?
- ✔ What type of migration works best for our organization?
- ✔ How will you structure the migration to maintain our ability to meet SLAs?
- ✔ How will you help us transition and train our users?
- ✔ What support do you offer through and after the migration?

## WHAT THEY NEED TO SHOW YOU:

In addition to tailoring their responses and planning to your specific needs, the potential partner should have a proven track record of successful migrations and support projects for companies similar in scope and size to you.

### They should provide:

- ✔ Proof of successful migrations
- ✔ Metrics showing how their initial planning compares to actual execution of the migration
- ✔ Sample migration plans, schedules and other documentation
- ✔ Testimonials or connections with successful clients
- ✔ Training material and examples of successful user outreach and support
- ✔ Typical response and resolution time to various types of issues