

Mail Migration

can be a very lengthy process depending on many variables such as the number of users, the size of the mailboxes, and internet speed. Our goal is to migrate your mail to the IAGCloud Exchange Services with as little downtime as possible. Here is a recap of the basic migration process.

Step One: DISCOVERY

- Full Names of all users
- Current primary email addresses and any alias addresses
- Full Name and email addresses of any Contacts
- List of distribution groups and existing members
- List of Public Folders
- Access to DNS records
- Access to current mail provider



Step Two: SETUP NEW ENVIRONMENT



- IAG will create and mail-enable all Users and Groups according to the information found during the DISCOVERY phase in the IAGCloud.
- IAG will provide instructional documentation for mail profile configuration for Outlook and Mobile Devices. Pre-Migration configuration is recommended to streamline the migration process and minimize downtime.

Step Three: Change Mail Routing

- IAG will direct all new mail to the IAGCloud. Users will begin sending/receiving mail in their new, empty mailboxes accessible via Webmail, Mobile Devices, and Outlook. Old mailbox data including email, contacts, and calendar items will not be accessible in this new mailbox.



Step Four: EXPORT old mailbox data



- This is the process by which old mail data is backed up to a transferable file that can later be imported to your IAGCloud mailbox to restore your email history, contacts, and calendar.
 - IAG will provide step by step instructions to assist in the Export of old mailbox data.
- OR---
- IAG can work with your current provider to obtain a copy of your old mailbox data

Step Five: TRANSFER & IMPORT old mailbox data



- Exported mailbox data (PST files) can be uploaded to the IAGCloud and Imported to your IAGCloud Mailbox to restore your email history, contacts, and calendar. Transfer speeds depend highly on mailbox size and internet speed.

