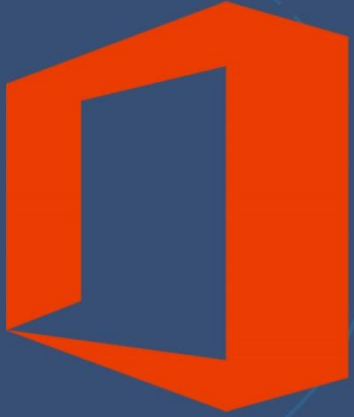


4 Steps To

# MIGRATE FROM G SUITE TO OFFICE 365





## **Planning to Migrate Data From G Suite to Office 365? Here's What You Need To Know Before You Do.**

Both Microsoft Office 365 and G Suite (previously Google Apps) are software-as-a-service (SaaS) productivity tools that let you create documents, spreadsheets, and presentations while collaborating with team members in real time via the Cloud. However, there are some significant differences between these two systems that you should take into account before migrating from one to the other.

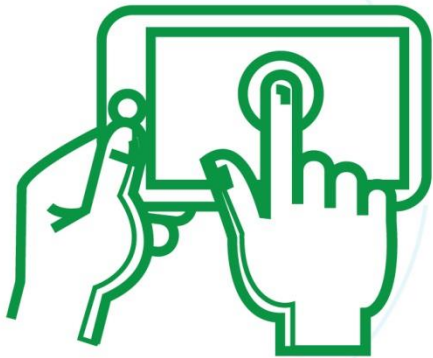
In this instance, we'll be migrating data from G Suite to Office 365. We've provided best practices for managing this migration to ensure your data isn't lost in the process.

## YOU MUST PLAN IN ADVANCE FOR YOUR MIGRATION

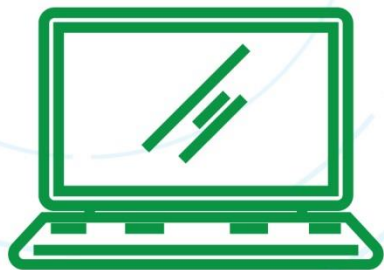
Migrating data from Google to Office 365 requires knowledge and planning that may not readily available in your Microsoft Office 365 Onboarding Guide.

Before you begin, answer these questions:

- 1. Will you do this yourself, or will you ask your IT Provider to help?**
- 2. What are you migrating — Just your email or everything?**
- 3. What migration tools will you be using?**



**Some migrations just fail. Before you begin, make sure you have a plan to stop the migration and restore functionality to Google Apps if**



### **1. Attempting a Do-It-Yourself Migration? Maybe you should reconsider.**

There are a number of third-party services that can help you migrate your G Suite data into O365. But, it's highly recommended that if you work with a Managed Service Provider (MSP), you should ask them to handle the migration. Or, at least consider asking them to assist during the process. Once you get into the process, you could run into obstacles that can cost you your data. Plus, if you decide to bring in an expert during the transition it could be complicated and costly.

### **2. Are you moving everything to Office 365, or just your email?**

If you want to move more than email, will this data be from Google Apps or other platforms? You must know the answer to this question before proceeding. If in the midst of your transition you decide to include alternate software you didn't plan for, you could leave precious data behind in the process.

### **3. Do you have all the migration tools required to do this properly?**

There are a number of software tools and services available for G Suite-to-O365 migrations. They range from free applications that handle IMAP transfers between email programs, to more complex SaaS solutions to map and transfer data between Google and Office 365. These tools come with their own compatibility issues and costs. You should research these solutions before attempting a migration of any size.

## DETERMINE WHAT CAN BE MIGRATED AND WHAT CAN'T.

Although G Suite and Office 365 are similar, some elements won't transfer properly. Unfortunately, you'll have to do this manually. It's best to determine what this involves so you'll be prepared.

**The following are things you should consider:**

### Google Sites Doesn't Include What You'll Need.

Unfortunately, when Google revamped their Sites in November 2016, they didn't include the new system in their standard Google Drive REST API, which most migration tools use to extract data for import in Office 365.

### SharePoint Online Will Need Help.

Google also created legacy versions of the Google Apps that were retired in 2012. And, once again, they excluded them from the Drive API. So, any Google Site created before December of 2012 or after November of 2016 can't be migrated easily to SharePoint Online. You'll need a workaround for this.

### Google Hangouts Links Don't Convert.

The Google Calendar provides a Google Hangout for most calendars. Google includes a Hangout link in the event's details, but not online for Office 365. Therefore, when trying to integrate Skype for Business with Office 365, there are no pre-generated URLs



**If your Google files exceed 15GB, you must inventory and store them outside of the platform before trying to migrate them to Office 365.**



**You shouldn't migrate  
all your users to O365  
at the same time.  
This should be done in  
stages.**

### **Calendar Colors Will Differ.**

Google has 24 different colors for their calendar events. Outlook online only supports six. So, when you migrate the Google calendar to Office 365, the color key will differ. You must address this.

### **There's No Equivalent for Google Forms in Office 365 OneDrive for Business.**

Response data from Google Forms can be converted to an Excel or CSV file, but the form won't translate properly. You can try to go directly to an Excel-compatible CSV file, but you must do so right away to ensure your Form data is retained. From here you can try using the survey feature in Office 365 to perform many of the same functions, but they won't convert directly. You'll have to manually recreate a survey in O365 instead.

For Google Forms that a customer would fill out, you should use a SharePoint survey. For internal-facing forms, (that your employees might complete) try using an Excel survey.

If you don't want to recreate your Google Forms, try keeping some of your Google Apps accounts to host your Google Forms. If Forms were used throughout various G Suite user accounts, set up a new Form manager account and transfer the

**Messages, documents,  
and data will exist in  
both systems  
simultaneously during  
the migration.**



### **“Muted” Gmail Responses Won’t Migrate Properly.**

Muted Gmail conversations (where follow-up and reply-all messages are marked as read and archived) won’t be migrated properly to Office 365 Outlook online. Future reply-all responses made after the migration won’t be muted. Instead, replies to previously muted emails will suddenly reappear in inboxes.

### **You Must Inventory Files Larger Than 15GB.**

Office 365 OneDrive for Business supports a maximum file size of 15 gigabytes, and G Suite Google Drive supports a maximum file size of 5 terabytes. If Google Drive users store large multimedia files that exceed 15GB, you must inventory and store them outside of the platform. They won’t be compatible with Office 365.

### **Individual, Customized Email Signatures Won’t Convert Properly.**

Both Google Apps Mail and Outlook online allow for the management and migration of standardized email signatures when using the right migration tools and services. However, individual, customized email signatures can’t be migrated using standard tools and services. You’ll need to address these separately.

### **Some Gmail Filters Can’t Be Migrated.**

Gmail filters typically can’t be directly translated into Outlook. You’ll have to examine these separately and recreate filters that didn’t survive the migration to Office 365.

## POLICIES MUST BE MIGRATED.

When you migrate data from G Suite to Office 365, your policies around data will migrate as well. You must plan for this and establish appropriate processes before completing your migration.

### Migrated vs. Archived Data

If data isn't business-critical, you may not need to migrate it. However, you should archive it for compliance purposes. This includes all your Google Apps user accounts for reference purposes, even if the user has left your organization. Don't migrate these zombie G Suite accounts. Offload this data to a stored third-party system. Make sure it's identified and accounted for prior to migrating from G Suite to O365.

### Advanced Threat Protection Settings Must Be Adapted.

The Office 365 version of Exchange offers Advanced Threat Protection. It's the O365 counterpart of Gmail's Enhanced Pre-Delivery Message Scanning and other anti-phishing and anti-spam features.

Advanced Threat Protection offers more control over your Gmail mail quarantine policies. This means configuring your Office 365 email security will require more than simply migrating your sender lists. You'll have to adapt your previous email security policy in Gmail for Microsoft's O365 feature set.



**You must be prepared to adjust your website access policies rather than just copy them from Google Apps to Office 365.**



## Legal Holds and eDiscovery Requests

Keep in mind that as you migrate your data, all your messages, documents, and data will exist in both systems at the same time. This may go on for weeks or months at a time.

If during this time you're served with an eDiscovery Request, or audit and compliance policies require a legal hold on any data, you must be ready to provide data from both systems.

This means you must ensure an Office 365 Litigation Hold is conducted along with the Google Vault hold. You must devise procedures to deal with this.

## Calendar Reservations May Conflict.

It's inevitable that during your migration, some employees may be using G Suite while others will have transitioned to using Office 365. What can happen here is that when reserving conference rooms, audio/visual equipment, and other shared calendar resources there will be discrepancies. You should devise a process to sync this information in order to avoid confusion.





### **Naming Conventions May Differ.**

When changing systems, you'll probably have differences when naming shared folders, user groups, or assets. You must clearly designate the old and the new names, and ensure these changes are communicated to all users.

### **You Must Adjust Website Access Policies.**

You must consider how these lists may change in O365. After you've retired your old Google domain, ensure the URLs associated with it don't go into your Office 365 blacklist. It's not enough to simply migrate your website and email domain blacklists or whitelists from G Suite to Office 365. You must be prepared to adjust your website access policies rather than just copy them from Google Apps to Office 365.

### **Determine How Much Spam and Trash Should Be Migrated.**

Gmail has a Spam folder, and both Gmail and Google Drive have Trash bins. They may house data that was disposed of by mistake and must be maintained for compliance purposes. You should take note of this and determine what to migrate or not.

## THERE'S STILL MORE TO DO BEFORE YOU MIGRATE YOUR DATA.

### Define Your Migration Process.

Don't leave this to chance. For example, did you know that you shouldn't migrate all your users to O365 at the same time? This should be done in at least three stages:

- 1. 10 percent of users in the first stage**
- 2. 40 percent of user accounts in the second wave**
- 3. The remaining 50 percent in the third stage**

Be sure to leave time between each stage to deal with any issues. This way you'll prevent troubles in the future.



**You can't migrate surveys from Google to Office 365. You must recreate them.**



**A good percentage of G Suite data and metadata can't be imported into Office**

### **Backup Your Original G Suite Data.**

This is the most important part of your migration plan. No matter how well you plan, data can still get lost. Your original Google Apps data can be destroyed if it fails to load properly into Office 365. Make sure you have a full third-party backup of all your Google Apps data. This way you'll always have a clean, reliable backup you can restore from.

Plus, some migration tools actively remove data from G Suite to ensure that, once it lands in Office 365, there aren't two competing copies of the same messages, documents, or files. This can cause problems if G Suite data is corrupted during the transfer to Office 365.

Restoring data to G Suite and then re-migrating just those accounts or files that are lost, is easier than trying to transfer data manually.

### **Have a Rollback Plan.**

Some migrations just fail. Whatever the reason, you must have a plan in place to halt the migration and restore functionality to your Google Apps. This will require using reverse-migration tools - apps and services that are used to move data from Office 365 back into G Suite. Having this rollback plan in place protects you from a data disaster.

## IN SUMMARY

Although migrating data from G Suite to Office 365 is a fairly straightforward endeavor for experienced IT professionals, it's not something you should attempt on your own. As you can see, there are many pitfalls and details to consider. Your MSP will ensure your G Suite-to-Office 365 migration comes off perfectly.



**For more information, or assistance with migration for your business, contact Pegas Technology Solutions at [sales@pegas.io](mailto:sales@pegas.io) or 207-835-4053.**