

FY25 Q1 Migration Office Hours Meeting Recording

September 19, 2024, 3:01PM

45m 51s

Amy Jarosky (AG Consulting Partners Inc) started transcription

Amy Jarosky (AG Consulting Partners Inc) 0:36

All right.

Welcome everyone.

Thank you so much for joining us today for the FY25Q1 migration office hours. We are so happy to have you here today.

I love all the applause.

Everyone's excited.

Amazing. We have an awesome team here on board ready to support all of you and answer any questions that you might have along the way, so feel free to post any questions that you have in the chat.

We will also enable the mics towards the end of the event during Q&A, so feel free to take yourself off of mute.

If you'd like to ask your question in that way, if you'd like to turn on live captions, you may do so in your teams by the more button by the ellipses.

Also, we are recording this call and the recording and the presentation deck will be available on the FPC blog within the next day or so.

So if you'd like to rewatch the session again, you may do so.

And with that, thank you again for joining us and I will now turn it over to our presenters.

Is Vicky barraona.

Vicky Barahona 1:44

Thank you so much, Amy.

So thanks everyone for joining.

I definitely appreciate. I think this is my second time attending one of these events and the first time leading since cat is not here.

So I have a big choose to fill. So as we were looking at the Q1, what we were going to do for our Q1 office hours, we wanted to go back to basics, right, because our big focus in this fiscal is partners, right, growing our REL.

Increasing.

Increasing our migrations right?

Even though a lot of the things you're gonna see today are basics, they're just gonna build a foundation for the rest of the year.

So bear with us.

I know some of the stuff may be familiar. If it's not great, time to learn.

If so, again, just we're starting from the basics.

So we will kick it off.

Let me move the slides.

This is our agenda.

Jewel will present the six month road map and she has a little demo for you with some exciting new stuff.

Partners in action and the FT migration process. I'll kick that off and then I'll turn it over to Dave and Tony to talk to kind of the migration benefit refresher and this is kind of the basics going back to basics, we were we were talking about earlier.

And then we'll kick it off with some Q&A, right?

So if you have any questions throughout this throughout this presentation, please let us know if there's anything that you want to see in this fiscal right.

So we got a lot of lot of feedback before where you wanted to see a racy, you wanted to see the interactive guides.

Is there anything that you want to see this year? The Q&A is a great time to do it. If you can't say for the entire hour, please put it in the chat.

But again, we want we want your feedback.

All right.

And with that said, I will turn it over to Jules to talk about the six month road map.

Jules.

Jules Humbird 3:30

It's Vicky.

Hi, I'm Jules humbert.

this is the first phase of our our first party tooling for syncing out of Google for identity.

It's in development that the next.

I guess transformation for the next phase is going to be to get the Google Groups out of Google and copied into into intra into M365 the the primary.

I guess goal of this tool is is we need to.

We need a way to get away to get those Google Groups.

Out of Google and over into 365 S 1st, we're starting with the identity and that will also involve.

External identities that's being considered because for those of you that have completed some Google migrations, you know that on the Google side you can put an external e-mail address into a Google group without any additional steps, and even users can do it if they have the ability.

To they have the permissions to.

So that's always been a challenge for us on our Google migrations is getting those groups over and having them functional.

Especially with some of the external recipients in those groups, because a lot of our customers use them for communications to their vendors and and their customers or their donors.

So that's a little just a little background on that tool that's currently in development.

And then let's move on to the slide slack to teams. Actually after this meeting today, we're supposed to have our first conversations about a first party tooling for Slack to teams migrations. Can't wait.

To see how that's going to develop.

See, this is a. It is a case by case basis.

I'm actually running a private preview with a third party tool right now with a with a customer.

And you know, this is still on our on our priorities as far as getting customers off of slack and into into teams and getting those historical conversations saved and and usable.

And tenant to tenant not going to go too much into this tenant is is out there as far as its its GA for OneDrive for Business and exchange.

SharePoint still is I believe in preview.

Customers can purchase that that separate tenant to tenant licensing for migrations and we are, we're we're currently ramping up to provide a fast track assisted migration, SME assisted tenant to tenant engagement.

Bits by it's by selected.

You know, there's there's there's some verbiage in there that's far as what? How we're selecting those folks or how we're selecting those customers right now we're we're being pretty selective as far as.

You know, setting them up for the best experience that we can and then Google compete, that that goes back to the the video that I showed.

We're still working with Forens.

Migration is live.

It hasn't been built into the fast track migration platform yet.

I'm working with that team to get that started.

However, if in if you if you migrate right now directly through migration manager, Google forms is currently turned on worldwide for.

For migration, there is some additional steps. An additional column for where how the forms are migrated.

And however that is live and currently available, Google Resources Preview, but technically live turned on for all tenants. There's a switch within your new migration.

Batch it's not currently built into the fast track migration project cards.

We're supposed to have that developed as a separate project card since resources Google Resources should be a separate event at the very end of a migration.

It's a one time pass that will actually even provision the resources over on Google, so that's in preview. If anyone has any customers looking to to migrate Google Resources absolutely reach out to me.

I'm running previews for that.

Sites is not on the road map yet.

I'm not sure if it will be and identity groups is what we just saw they that again the the sync tool that we're currently developing will eventually involve those Google Groups.

I believe that that was even the primary focus of it. And then and then the identity was built in so that customers could start from scratch, you know, getting their identities. And it's been pretty useful, I think, for customers that are.

Having a lot of M and a.

We're seeing quite a few technology companies that are gobbling up little technology companies, and those smaller companies are sitting on Google.

Mailbox analysis.

Not sure what the mailbox analysis was.

I'll go back to that for a second.

Gmail permissions, delegates and tasks and this is on hold right now.

We actually had an unfortunate situation where this was turned on and it impacted some customers calendaring permissions and so this is this is currently on hold

permissions and delegates themselves I believe are still.

Ga however, permissions.

And delegates on the calendar had to be rolled back because of some some strange behavior and bugs that that were found.

So that's currently still in the works, but not current.

It has been rolled back at this point and let's go to security improvements, part of fast recognitions. We have copilot.

Yes, there's a huge, huge ramping up of of copilot, SMEs and purview SMEs and.

All of the the roles that will will support you know, coordinate copilot engagement.

And then the chatbot is now available.

We've been training it for quite a few months as far as asking questions related to migration and getting the answers. You know that that are needed.

Role based access controls that's been in the works for a while.

This is for file share migrations and there's a migrated rule that has been rolled out for for this. Again, just to keep things more secure and you know and take away some of the the risk and concerns related to granting.

Permissions to these accounts that are migrating through the fast track project cards and then certificate based authentication has been out for a bit.

We have it for both exchange and Gmail for a while it was just the exchange migrations, but we have been piloting a preview for Gmail migrations and and basically you know just high level. If you haven't haven't heard from about surveys off it, it removes the requirement for.

There to be a an account.

Assigned to.

A role that doesn't have MFA enabled and is represented in the project card which is actually kicking off the events for the migration instead of that situation where we have an account that doesn't have MFA, we can create a certificate based authentication which involves.

Us generating a certificate and the customer then enabling and an enterprise application or an enterprise registration within ENTRA for that certificate to allow the migration to kick off.

I'm without having an additional account out there without MFA and has an admin role, so that's where we're going with CERT based auth and that's changing a little bit. I know the steps for how to set that up.

You do have to work with SME.

We do have to work with engineering to get that certificate generated, so if you have customers that are, you know, I guess apprehensive about using them, the fast track migration engine and project cards because they don't want to put a

An admin role in into a project card that doesn't have MFA. This is the the alternative for that and you can request migrations to me to help with setting that up.

I've come to the end of this slide.

Vicky, over to you or over to Tony.

Vicky Barahona 15:03

Perfect. I'm actually going to turn over to Gokul so he can talk about the the mailbox analysis.

Jules Humbird 15:10

Ah, perfect.

Gokul Pillai 15:11

Thanks. Thanks.

Vicky Barahona 15:11

Hey Goku? Sure.

Gokul Pillai 15:12

OK. Hey. Hey guys. So so this is solution which will provide the ability to analyze the size of source mailbox on Google or IMAP server.

So this is only available right now for Google Workspace Migration and IMAP migration.

So this is not available in the Fasttrack portal, but then we have some commandlets which have been released which can be used to go ahead and scan the source.

So I think we can share the documentation as well later for this, but then there's something which we just started and hopefully we'll have this in the fast track.

Portal as well, soon as an option.

Vicky Barahona 15:51

Perfect. Thank you so much, Gokul.

Gokul Pillai 15:52

Yeah.

Vicky Barahona 15:55

All right.

Any last words, Jules?

Jules Humbird 16:00

Oh, thank you so much.

I remember this now.

The mailbox analysis is actually going to be a really interesting tool for us to determine, you know, where the data is.

It's it's by folder and the analysis is actually pretty detailed.

Vicky Barahona 16:15

Awesome. OK.

Thanks Jules. Thanks gokul.

OK, moving on to the next section.

So I will be talking kind of about the partner processes again as we were looking at what to present as we were trying to go back to the basics, we wanted to kind of look at what does it take to onboard a customer, right?

So the intent of this next slide is again just to make the process as simple as possible, provide you as many links as possible that you'll see.

Kind of throughout the entire deck as an easy reference 'cause. We have so much information out there that sometimes.

Information gets lost because it's just.

It's just a lot of information, right?

So that was the intent of this kind of next section.

So the onboarding actions again 5.

Quick simple steps. You present the fast track benefit again if we provided a link and then you walk through the Learning Center, we will be making some updates.

So the Learning Center center adding a couple more capabilities, again trying to make it as easy for the customer as possible.

Of course, then you have to register through the through the fast, Fast track portal to

get access access to make hub and the project cards which.

Dave will be going talking a little bit about during his section as he reviews the fast track benefits. Right then of course you prepare the technical pre requisites source and target environment of which of course they're part of the. You can get that information in the Learning Center.

Or in the fast track portal.

And then, of course, you transition to the fast track migration team or SharePoint only since that's still a manual process.

And then you finish off by just completing.

A company developed migration activities until it's complete.

So again, we try to go back to the basics. The quick simple steps to onboard a customer if there's something we miss or something crucial that you want us to add to it, by all means, please let us know and we can add to it and of course.

The supporting materials where is a lot of this information for this, this presentation.

We really wanted to highlight the the fast Track Migration Academy portal.

A lot of information that was recently redone.

So a lot of information is there.

You got the migration 1 pagers. You got the race C.

You got the interactive guys, which Tony is going to show later on during these presentation. And of course you can request.

Migrations to me requests for mail SharePoint.

So again, just going back to the basics and what I'm going to do is I'm going to stop sharing.

The presentation and actually just go.

To the screen really quick.

So again, a lot of information that you that you have in the in the Learning Academy, but what we really wanted to highlight is the some of the videos, right.

There's a lot of videos if you're new, if you're a new partner, if you have new employees, there's a lot of videos that kind of walk you through the entire migration process, right?

Roles and responsibilities.

Sneeze partner support.

So a lot of information. Again, if you don't want to look everywhere, the The Academy Is the place to place to go.

A lot of good information.

Again, the interactive guides which Tony will talk through the racy which is the what we got feedback before on on the need for it. The benefit you can download the infographics process again, try to make it as easy as possible.

So again, we encourage everyone to come here and just take a look and see what resources are available.

So I'm going to go back to.

Presentation.

See my screen.

Hello.

Jules Humbird 20:21

I am not seeing your screen. OK, that's just me then.

Dave Parlante 20:22

Yep.

Vicky Barahona 20:23

Interested. OK.

Then it's there.

Dave Parlante 20:25

No, it's there.

Yeah.

Vicky Barahona 20:30

So I so I'm going to stop sharing.

But I'm blind, so nothing. I can't see anything on mine. So let me just.

Go back to PowerPoint.

Never fails us.

Ah.

Apologies for this.

Alright, so that was the end of my section and I will turn over to Dave to talk about the migration benefit refresher. Dave.

Dave Parlante 21:01

Thank you.
Appreciate it.
Yeah you can.
Oh, we lost your screen again.

Vicky Barahona 21:09

Apologies.

Dave Parlante 21:13

There you go and then next slide.

Perfect. OK.

Thanks, Vicky.

Hello again to everybody.

Appreciate you guys joining. So talking about some of the migration benefits here for those of you that are new to this or or just want to be revised.

We would like to go over some of the benefits of of fast track migration, the workloads that we support are are mentioned up here at the top, so we can help customers migrate to exchange online.

To OneDrive for Business SharePoint online in teams and it's important to note that when we say migrate to SharePoint online in teams through Fast Track, we're not referring to the sites for SharePoint, but more the document library.

So usually company shares large company shares, they'll use a SharePoint document library or teams document library that is shared throughout.

And so that's what we're referring to.

So important to note there.

Uh, SharePoint Online is referring to like a a migration from the source to the document library within SharePoint online and or teams. The primary language that we do cover is English.

That's primarily through our MST support, which is the guys that are available to our customers 24 hours a day, seven days a week, 365 days a year and then license requirements for the fast track benefit. There's a minimum of 150.

That gets you some some support.

And then there's another level of support we'll talk about just a moment, which is enabled at 500 licenses.

Important to note also.

Fast track migrations.

We're focusing on automation and most of our migration types supported today. All but one, in fact, are pretty much fully automated now, so talking looking at the bottom here, e-mail migrations through Gmail or an exchange hybrid setup if you need. If our customers need help getting migrated from those sources, those are automated as well as content migrations, the one.

That isn't as file share.

So box, Dropbox and Google Drive, we are fully automated now.

There are no hands on required to actually get the data migrated as far as the data's concerned. Of course, it's hands on to supply us with schedule files and that type of stuff, but the actual transfer of data from source to destination is does not require any.

Physical hands to touch that data and move it or copy it, I should say. File share however, is one that we're still working on for automation and and will eventually happen. But as of today there is still.

Migrators, you know humans that actually sign into the tool on behalf of the customer and kick off those migrations and start the copy, copy paste process so to say.

These tools are all first party tools are all tools that are developed internally here at Microsoft and supported internally.

So we don't have any outside requirements or or demands from other third party tools that are needed to.

Support these migrations.

Everything is first party tooling.

Thank you.

And Vicky, we can go to the next slide.

Thank you. Step. Thank you.

So migration hub so also known as makehub is where if you're doing a fast track led migration, this is where most of the.

I think you missed the slide.

Yeah, go back one.

OK.

We're missing. I thought we we had another slide on. OK, I see.

Never mind. I do apologize.

That slide was updated.

It looks like, so let's go.

I apologize, Vicky.

Go ahead and go on to the next slide, but I did want to mention.

That with the licensing on the previous slide, the up to 150 or more licenses that will get you that fast track support will will get you the support from our.

Guidance only internally support so to say.

So if you have, let's say you're engaged with, you know, a productivity smear and whatnot, they are available to help with a guidance meeting.

You know, if you need some help setting up the tools or configuration of the data or the users, we can certainly help you with that.

But the the customer themselves would be the ones.

Logging into the UI and SharePoint Admin Center and kicking off those migration types. However, when a customer has.

500 or more qualifying licenses.

It's important to note that that's the number needed to have a fast track led migration, meaning our team will will perform, kick off and monitor on the customer's behalf the migrations 24 hours a day, seven days a week, 365 days a year. So reiteration there 150 licensed to 499, they can get guidance, but customer will perform the migrations 500 or more.

Customer can choose to either do it themselves still or ask us to to kick it off for them and monitor it on their behalf.

This project card slide here that we're looking at is what the migration hub looks like internally.

So there are recently more options available and we wanted to, you know, make sure everybody's aware or or or maybe remind everyone here to take a peek at the the migration hub because there's there's more options available.

Including, you know, for exchange.

E-mail migrations and Gmail migration options. Some of the newer options available are things like the well known labels that can be filtered out, exclusion of calendar contacts.

There's a date filter options and and even on the content side of things there's there's a couple more options, like for example on Google. More recently we're now supporting permissions on file level where it used to be just folder level.

So when you get time, have a look, there's. There's definitely some more options in there than what we previously had and we encourage you to take a look at those.

Next slide please.

So here we're gonna talk just a little bit about our reporting an FY24.

We deprecated power BI for our customers.

Previously, customers were assigned a specific account that they would use a sign at the Power BI and get their reporting.

That's since been deprecated.

All the high level reporting and summary reporting related to a customer's current. Migrations with fasttrack.

So a fast track led migration is what we're referring to here.

You can see these reports here in the migration hub under the project card there is a an option that's called view migration data and from there you can generate some some summary reportings the full in depth like error reporting and and whatnot is still going to be located within.

The SharePoint Admin Center, not the migration hub.

But for summary report, excuse me, summary reporting.

Fast track led migrations. You know you want to check the status of your migrations.

How many are are migrated?

How many are still to go in progress?

Those kind of things, all that can now be accessed in one location in the migration hub under the project card. One of the nice things about that option is we're previously with.

The power bi.

There was a separate account needed.

That account had to be shared amongst their the customers team. You know, there was some concerns with sharing usernames and passwords etcetera here.

The whoever the customer grants access to in the migration hub can have access to these reporting.

So A-Team a support team for example, can monitor the events or the customer and it doesn't require like an SPO admin permission.

They just need the customer to grant that specific user in. In migration hub access to the migration hub.

And that is about it.

I believe what's on the next slide please.

I believe it's handing over now.

Oh yeah, so this is the last slide, I apologize.

So let's talk a little bit about the different roles within Fasttrack led migrations. One of the first ones is MST, so that stands for Microsoft Support team and they're available. As I mentioned earlier, 24 hours a day, seven days a week. They are available basically.

Think of them as your support role for the customer. When migrations may have issues or during kick off.

Off or during the migrations you get some error messages that you don't recognize or may need some help with.

So anything related to generally kicking off or the process of the migration or anything directly within our big hub tooling and whatnot, you'll reach out to MST again.

They're available 24/7 at the bottom. You'll see how to reach them from within fast track migration hub.

There's a little help option, and once you click on help you have two options.

From there you can choose to submit a ticket which will use the e-mail address that you're signed in to make up.

With to go back and forth or you can do a live chat, which usually within minutes you'll have somebody in a chat that you can ask your questions regarding the migration that you are specifically inquiring about.

The second option, you know, partners, you guys, productivity, SMEs there.

This is the role that would help support onboarding or blockers, anything like that that the customer may need help with. Maybe configuring the tools.

Or best practices. For example in a box migration, users that are really large like say have millions of files.

You know you want to help break those users up.

They may reach out to a partner or if you have a productivity to be engaged on, how to, you know, break those users up.

File share migrations. They may reach out.

For how the best way to configure their internal network.

How many DMS should they use those kind of things so?

You know productivity, SMEs and partners and whatnot are going to be your go to on those type of questions and then last but certainly not least Microsoft customer support also known as unified support.

Anything outside of the migration tools or processes.

Just as an example, let's say there's a malfunction in the tool or there's, you know,

you need some help on your exchange environment.

It's not syncing correctly.

You know, whatever the case may be.

That's when the customer would reach out to Microsoft customer support and.

That should be the last slide, I believe, Vicky.

Vicky Barahona 33:08

Alright. And I think at this point, we're gonna turn it over to Tony.

Thanks, Dave. Tony.

Dave Parlante 33:15

You're welcome.

Thank you.

Tony Curry (AG Consulting Partners, Inc.) 33:17

Thank you, Dave and Vicky.

Well, you heard Vicky talk about that. Everything that we do is centered on the partner, you, the partners.

You guys are so important to us and the the interactive guides as well as the page that Vicky talked about, the migration learning page, very, very important for, for your edification, your education, your learning.

So the pinnacle of that is the interactive guides that are on the FPC portal, you'll be able.

That's those guides via the Akka link that Amy posted in the chat, and I think Vicky may have done it as well.

It is aka dot Ms. slash FPC dot dot fast track migration but at any rate the interactive guides and you see the link there to the to the migration page there on the slide itself.

They are.

They are in two different languages right now.

They're in Japanese and in English.

Now with the interactive guys, don't confuse them with the advanced deployment guidance.

That's a little bit different.

It is the so well, the interactive guys do give you that.

Step by step guide for yourself service onboarding.

It also allows you to interact with the guide itself, so you can follow along with the guide for whatever you're trying to do. Whether that happens to be managing your migration in the migration portal or Gmail to exchange migration.

So I'll definitely invite you to go there on the on the page itself, explore the interactive guides.

So of course they are focuses on the processes that you might need to onboard.

Or, you know and and ready for your migration as well as, of course it's on the fast track portal, the FPC portal, so it doesn't require a login.

No gatekeeping there.

And we definitely want you to explore the page. You'll see there on the bottom of the page there for the just not respective to just the interactive guides, but you saw view Vicky. She talked about the racy matrix.

She talked about the.

The the the one pagers that are there as well at the bottom of the page, you'll see ideas and suggestions. We definitely want that feedback from you.

We wanna give you and provide you exactly everything that you need to make your migration engagement with a Microsoft customer, and however you might be deciding to utilize your value added services.

Alongside delivering on that migration benefit that Dave talked about and everything that Jules talked about.

We want to be able to provide you what you need, so click at the bottom of the page.

There you'll see ideas and suggestions.

Whatever you need, we want to know about that.

But we also want to know today too, as as far as and I don't want to.

To preview anything that the the the, the, the poll that Amy would likely present and Vicky will talk about as well.

But it's all about you.

That's why I wanted to definitely what I want to say.

The interactive guides are all for you.

For your edification, you're learning your engagement to make every Microsoft customer that you're engaged with feel happy, feel benefited from you as a partner to make you successful in every customer engagement.

So I will let that be it for me and turn it back over to you, Vicky.

Vicky Barahona 36:48

Awesome. Thanks Tony.

Tony Curry (AG Consulting Partners, Inc.) 36:50

Welcome.

Vicky Barahona 36:51

And that was actually our last slide. So we'll open up to some Q&A.

So if you have any questions of anything you've seen throughout the presentation, please let us know.

And as but we do want to do is get your feedback one not only on this on this on this presentation, but we also want to give your feedback on what do you want to see in the next office hours, right?

So again, we started with the basics this time.

What else do you want to see?

Is there anything that we've talked about that you want us to kind of deep dive on?

Is there something that's missing that you know would make onboarding customers better or easier?

If there's anything that you want to see or you know to have us do, we're.

Eagerly waiting.

Kind of those suggestions. So if you have any, please put in the chat or just you could actually e-mail us at the e-mail that was listed at the at the top of the of the deck and I could post it in the chat as well.

Any questions?

Amy, do you want to post?

The.

Amy Jarosky (AG Consulting Partners Inc) 38:06

Sure.

Vicky Barahona 38:07

All right. So Amy's going to post the feedback on the chat.

Again, if awesome.

Amy Jarosky (AG Consulting Partners Inc) 38:13

One moment.

Vicky Barahona 38:16

If there's questions that you don't want to ask in front of the group, please. Let us know again we'll we'll get back to everyone who asked us a question. All right, Amy just posted the link so if you can click on it, that'll be fantastic. I will post.

I'm gonna stop sharing my screen and I will post.

The the e-mail on the chat.

So just give me a minute.

Amy Jarosky (AG Consulting Partners Inc) 38:51

Also enabled all the mics so if anybody would like to hop off a mute and ask any questions, feel free to do so.

Vicky Barahona 39:03

Alright, I am pacing right now, Oscar.

Colleague ask a change online migrations, that is include Exchange Server decommissioning and I believe that answer is no.

Awesome.

Tony Curry (AG Consulting Partners, Inc.) 39:41

And I did just get DM D If you don't mind.

Vicky, Dave, Jules and Amy about the migration exams and one of those are coming back.

Vicky Barahona 39:49

Great. That is something we are.

We did talk about during one of our last meetings, so we are.

We do want to bring them back 'cause. We do think they're beneficial so.

Tbd right now, but it it will become being back this fiscal year.

Dave Parlante 40:20

I was kinda hoping to hear hear more from our partners here.
Maybe we did such a great job.
They don't have as many questions.

Vicky Barahona 40:28

One thing we are going to try to do during one of our office hours is kind of highlight one of our partners, right?

What are y'all doing to to work with your customers?

What? What are y'all doing right that y'all want to maybe highlight that y'all want to share with other partners. So we are going to start looking for partners who kind of want to share their success stories.

You don't need to deep dive into the customer, but we definitely wanna hear broadly what you're doing for for customers that kind of help them on board and use the migration benefit.

Oscar Goco 41:04

Hey, this is awkward.

Just wanna just kind of follow up with that comment about success stories.

Perhaps you could share some of what are the challenges partners are having?

With the migration services that would help us understand, you know, what are our boundaries as a partner in helping our customers going through this migration service.

Vicky Barahona 41:26

So you want us to share RR or you want us to hide? Or do you want to have some time to share some of the partner struggles or partner issues that you're encountering?

Oscar Goco 41:34

Yeah, there you go.

Just just some of the if you get FAQ of information that some of the things that ran into so that we could self help ourselves finding out, you know, oh, OK, this is what the situation is, how you resolve it rather than.

You know, it's great to hear success stories, but I think for me and maybe some other partners that you wanna know what's ahead of them, if they run into this.

This is the solution or here's how to contact us or something of that.

I mean, the last thing I wanna do is tell them to always contact you folks for for things that's already been answered or known about.

Vicky Barahona 42:06

Well, first of all, you could always contact us even if you're asking the same questions and we encourage you all to contact us.

But I guess I will turn this over to you know everyone else.

Like what?

Are you all having issues with it? Again, you don't have to tell, you know.

Raise your hand and and let us know now, but maybe send us an e-mail and say these are the issues were having and then we can say, OK, these are kind of the solutions or maybe point you all in the right direction and present that in the next.

In the next office hours.

Because I think what we maybe think our obstacles maybe aren't the exact same things that y'all think are obstacles or obstacles.

Excuse me so.

Give us that feedback.

Like what issues are we all having or what?

You know what challenges are all encountering, so we can guide you all and point you to the right direction.

Or if there's no solution, trying to come up with that solution.

So thank you Oscar for that.

So Oscar, if you have something that again you're having some challenges or experienced some issues, please let us know.

Send us an e-mail and then we'll we'll we'll kind of address that in the next office hours.

Oscar Goco 43:10

Sure.

Vicky Barahona 43:16

OK. Anything else? Any other questions?

Concerns by all means.

Again, please feel free to reach out.

We always welcome questions.

Dave Parlante 43:25

I could mention a couple things for Oscar.

I don't want to open up a can of worms in this call.

We can certainly have a broader audience and and discussion, but you know, I'd like to mention that some of the things I've seen with partners that they're unaware of.

Again, this will just be a high level summary.

You can ping me on the side if you'd like to talk more.

Maybe we can have a separate call, but large migration is 100 terabytes or more.

There is a process to open a support case with Microsoft.

And have your back end database prepared for that large database. That will help with speed and bandwidth.

Box APIs most box customers that are migrating one of the biggest challenges we run into is they don't have enough APIs and they'll get either throttled or charges from box file share VMS when doing a file share migration. Properly configured and the proper number of VMS minimum 3.

For a smaller migration up to maybe.

Even 20 for larger ones.

Just wanted to throw those out there.

Those are some of the I think it was Oscar that was asking.

Those are some of the challenges that we've seen, not just partners even sometimes in our internal people are are unaware of those.

So look that information up. And again I'd be more than happy to to go offline for further discussion.

Vicky Barahona 44:59

OK, if there's something else we can give you all some time back again, please send us the those emails we want to highlight your success stories and we want to address your challenges and issues you're having, right.

We want to create the solution so please please please reach out and provide us that feedback on what you're experiencing so we can we can definitely try to help.

OK. Amy, any last closing words?

Amy Jarosky (AG Consulting Partners Inc) 45:25

Thank you all for being here today.

We really appreciate you and we hope you have an awesome rest of your day.

We will see you all soon.

Vicky Barahona 45:35

Thanks so much everyone.

Have a great day.

Khodr Chams 45:42

Thank you.

Thank you all.

Right. Bye.

Amy Jarosky (AG Consulting Partners Inc) stopped transcription