

FASTTRACK READY · PARTNER SUCCESS CALL

Partner Migration Open Office Hours

FastTrack data migration — benefits, the move to the Microsoft Admin Center, large mailbox onboarding, and what's ahead.

June 2026 · FY26 Q4 · Americas / EMEA & Asia sessions

Presenters

Americas & EMEA Office Hours

Jules Humbird | Dave Parlante

APJ Office Hours

Gokul Pillai

Agenda

01



FastTrack migration benefits

What the FastTrack migration benefit includes and the value it brings to your customers.

02



Transition from MigHub to MAC

Why migration assistance is moving into the Microsoft 365 Admin Center, and what changes.

03



Large Mailbox Onboarding (LMO)

Moving oversized mailboxes from Exchange On-Premises to Exchange Online.

04



Cross Tenant Preview

Preview of cross-tenant migration capabilities and current status.

05



Future roadmap

What's live now, what's coming next, and where to plan ahead.

Q&A — open discussion and partner questions throughout.

TOPIC 01



FastTrack Migration Benefits

A no-additional-cost Microsoft 365 benefit that pairs expert guidance with a data migration service.

What the FastTrack migration benefit includes



Included benefit

Available to eligible customers at no additional cost as part of their Microsoft 365 subscription.



Expert migration guidance

Help to plan the migration, configure source and target, and follow proven best practices.



Data migration service

Microsoft runs your migration events on your schedule — moving File Share, Exchange, Gmail, Box and more to M365.



Proactive monitoring

With delegated access, the team monitors platform and event health and drives issues to resolution.



Migration Support Team (MST)

Dedicated specialists for migration questions and case management via the support-ticket channel.



5-day post-migration support

MST stays engaged after each batch to triage and remediate migration-related issues.

A shared-responsibility model

Migration is a partnership. FastTrack runs and monitors the migration engine; the customer (with partner support) owns readiness, scheduling, and end-user change.

FastTrack responsibilities

- ✓ Provide migration learning content and source/target requirements
- ✓ Run migration events per the customer's schedule
- ✓ Monitor events and remediate platform-side issues
- ✓ Provide periodic status reporting
- ✓ Process, tooling and troubleshooting support via MST

Customer & partner responsibilities

- ✓ Provide project resources and tenant / source administration
- ✓ Assess and remediate source content; pre-provision targets
- ✓ Plan, create and schedule migration events to deadlines
- ✓ Own change management and end-user communications
- ✓ Resolve issues within your control, including post-migration

TOPIC 02



Transition from MigHub to MAC

Migration assistance is consolidating into the Microsoft 365 Admin Center — one unified, customer-centric home.

From the Migration Hub to the Admin Center

“A new era of migration management — FastTrack migration assistance is now provided through the Microsoft 365 Admin Center, consolidating migration tasks into a unified, customer-centric platform.”

BEFORE

MigHub (Migration Hub)

- **Separate portal** for setting up and running migrations.
- **Workload-by-workload** tools and experiences.
- **Being retired** as the platform consolidates.

NOW

MAC (Microsoft Admin Center)

- **Single entry point** in admin.microsoft.com for assistance.
- **Unified experience** across Email and Content migrations.
- **Customer-centric** request, grant access, schedule, monitor.

Purpose and Access Requirements

Admin Portal Login

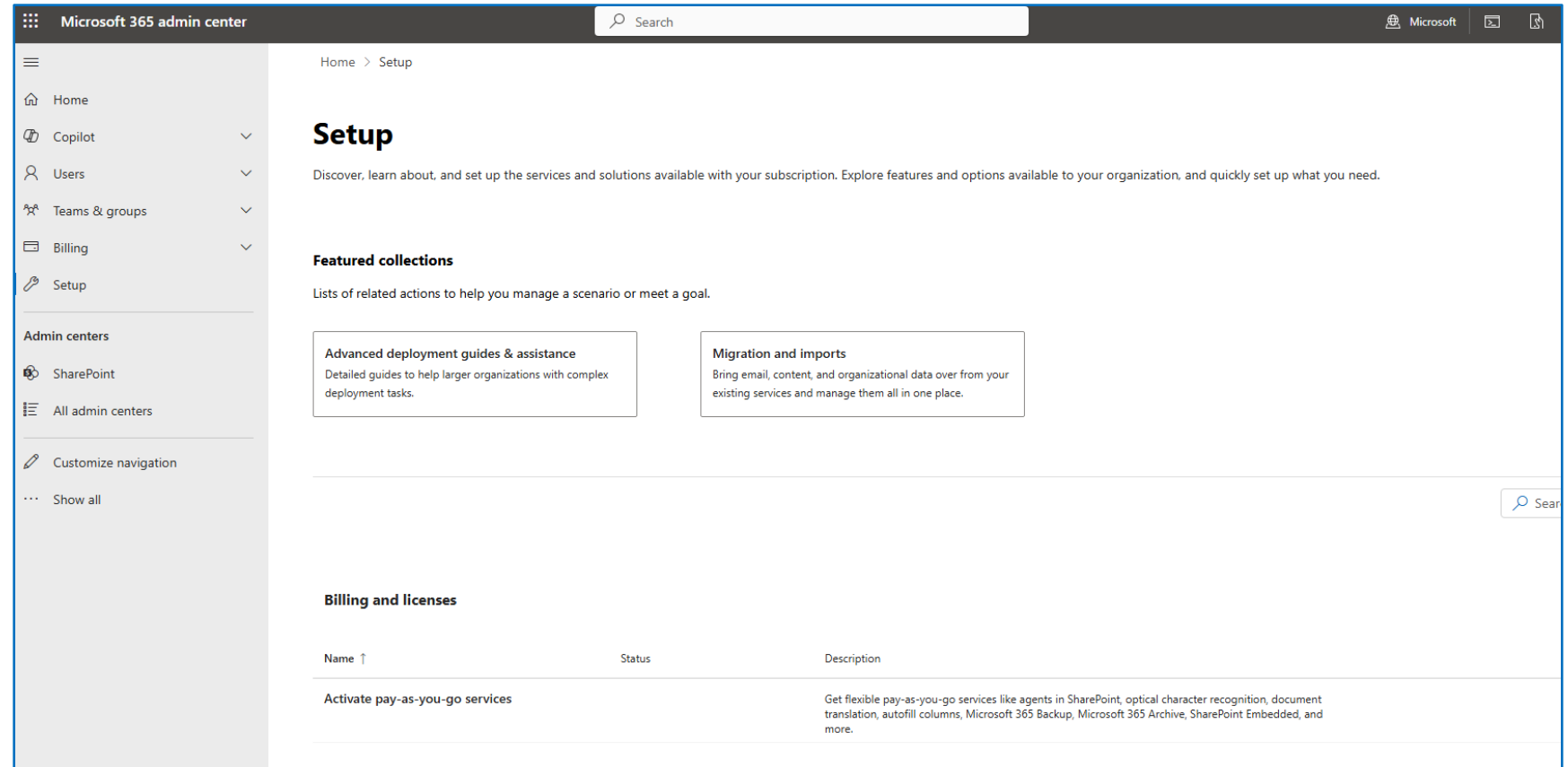
Login to admin.microsoft.com using credentials of an eligible full tenant to access migration tools.

Select Deployment Guides

Choose the **Advanced deployment guides & assistance** option for detailed migration support.

Eligibility Check in MAC

Perform eligibility checks in the Migration Assistance Center under the Fasttrack Migration assistance tab.



Navigating to the Fasttrack Migration Assistance Tab

Locate Fasttrack Migration Assistance Tab

Identify the Migration Assistance tab within the user interface for accessing migration features.

Click on start your Migration now Tab

Click on the Migration Assistance tab to proceed with migration-related tasks.

The screenshot displays the Microsoft 365 admin center interface. The left-hand navigation pane includes sections for 'Admin centers' (SharePoint, All admin centers) and 'Customize navigation' (Show all). The main content area is titled 'Advanced deployment guides & assistance' and features a breadcrumb trail: Home > Advanced deployment guides & assistance. Below this, there are tabs for 'Deployment guides', 'Onboarding health', 'Training resources', 'FastTrack assistance', and 'FastTrack Migration assistance', with the latter being the active tab. The main heading is 'Migrate to the cloud with confidence', followed by a sub-heading: 'Choose the option that fits your goals and timeline. Every option includes access to our FastTrack experts and a full set of supporting resources.' A dropdown menu is set to 'Cross-Tenant Excha...'. On the left, there are five migration status filters: 'All batches' (0), 'In progress' (0), 'Scheduled' (0), 'Completed' (0), and 'Failed or issues' (0). The main content area contains three primary cards: 'FastTrack Migration assistance' (with a 'Get started' button), 'Manage Ownership' (with a 'Get started' button), and 'Get migration expert help' (with a 'Get started' button'). Below these is a card for 'Self Guided Migrations' (with a 'Get started' button'). At the bottom, there is a section for 'Migration projects' and a help icon in the bottom right corner.

Providing consent to access the tenant for migration support for 90 days

Migration assistance

SharePoint

Select migration type

Yes, I consent to Microsoft accessing my tenant for migration support. This access will be time-bound and limited to the roles necessary for migration assistance.

A Service Principal "FastTrack - MAC Migration Operations Portal (112a9cb4-bb00-470a-a98d-9ea2fb3881a0)" will be added to your tenant. Data will automatically be removed after 90 days. The Service Principal will not be automatically removed, and will need to be manually removed.

Exchange Online

Select migration type

Yes, I consent to Microsoft accessing my tenant for migration support. This access will be time-bound and limited to the roles necessary for migration assistance. Access will automatically expire after 90 days. This access will include:

- Project and task status, migration type and migration dates.
- User-level migration status and details.
- Migration user email addresses (PII).
- Error messages, sync counts, and audit/reporting data.

SharePoint

Select migration type

Google Drive

Box

Dropbox

A Service Principal "FastTrack - MAC Migration Operations Portal (112a9cb4-bb00-470a-a98d-9ea2fb3881a0)" will be added to your tenant. Data will automatically be removed after 90 days. The Service Principal will not be automatically removed, and will need to be manually removed.

Exchange Online

Select migration type

Exchange

Gmail

Cross-Tenant Exchange

expire after 90 days. This access will include:

- Project and task status, migration type and migration dates.
- User-level migration status and details.
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Exchange Online

Exchange

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- Project and task status, migration type and migration dates.
- User-level migration status and details.
- Migration user email addresses (PII).
- Error messages, sync counts, and audit/reporting data.

Review & grant access

Migration request status

Migration assistance

✓ Access request sent successfully.

SharePoint

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A Service Principal "FastTrack - MAC Migration Operations Portal (112a9cb4-bb00-470a-a98d-9ea2fb3881a0)" will be added to your tenant. Data will automatically be removed after 90 days. The Service Principal will not be automatically removed, and will need to be manually removed.

Exchange Online

Select migration type

Yes, I consent to Microsoft accessing my tenant for migration support. This access will be time-bound and limited to the roles necessary for migration assistance.

- Project and migration
- User-level
- Migration
- Error messages
- audit/reports

Migration request approved

Step 1: Create your migration batches in [Project setup](#).

Step 2: Update batch ownership in [Manage batches](#).

Click **Continue** to see your request history.

Continue

Request history

76 items

ID	Migration type	Status	Submitted on (UTC)	Created by	Expiring date (UTC)
<input type="checkbox"/> a53a3472-ac0e-4fae-907e-2beb49c9f4a	Exchange	Request approved	Jun 22, 2026 21:38:04	gs1002	Sep 20, 2026 21:38:04
<input type="checkbox"/> a98583d9-35b9-4b9a-95ce-9b511b2683dd	Cross-Tenant Exchange	Request approved	May 29, 2026 19:08:12	DBAdminGA	Aug 27, 2026 19:08:12

Customers can view their migration request status and choose to withdraw their consent.

Migration team assistance via ticketing system and live chat


Advanced deployment guides & assistance


Deployment guides Onboarding health Training resources FastTrack assistance FastTrack Migration assistance


Migrate to the cloud with confidence


Choose the option that fits your goals and timeline. Every option includes access to our FastTrack experts and a full set of supporting resources.


Cross-Tenant Excha... ▾

 All batches
0

 In progress
0

 Scheduled
0

 Completed
0

 Failed or issues
0

FastTrack Migration assistance

Leverage expert guidance, automated tools, and proven methodologies to plan, execute, and complete your migration successfully. Join the 1.5M+ organizations that trust FastTrack for their cloud migration.

[Get started](#)

Manage Ownership

Manage and track batch operations across your Microsoft 365 tenant. View active, pending, and completed batch jobs.

[Get started](#)

Get migration expert help

Submit support tickets and chat with Microsoft specialists. Access self-help resources and track ticket status in real time.

[Get started](#)

Self Guided Migrations


Advanced Deployment Guides provide step-by-step deployment guidance for Microsoft 365 services. Configure settings, activate features, and deploy securely.


[Get started](#)

Need migration help? Submit a support request or chat with us

Get help from our FastTrack migration specialists at any stage of your journey.
Response time: 24-48 hours during business hours.

 [Submit support request](#)

 [Support ticket history](#)

 [Chat with us](#)

Chat support in MAC

The screenshot displays the MAC (Migration Assistant Console) interface. At the top left, there is a dashed box with a plus sign and the text "Create new project". Below this, there are four project cards:

- TestQAGmailM2M**: Type: Gmail, Batch count: 1. Actions: Create batch, Migration batches.
- TestGmail2**: Type: Gmail, Batch count: 1. Actions: Create batch, Migration batches.
- TestGmail**: Type: Gmail, Batch count: 1. Actions: Create batch, Migration batches.
- TestCT**: Type: Cross-Tenant Exchange, Batch count: 0. Actions: Create batch, Migration batches.

At the bottom of the interface, there is a section titled "Need migration help? Submit a support request or chat with us". Below this title, it says "Get help from our FastTrack migration specialists at any stage of your journey. Response time: 24-48 hours during business hours." There are three buttons: "Submit support request", "Support ticket history", and "Chat with us".

Overlaid on the right side of the interface is a "FastTrack Migration Support" chat window. The window has a blue header with a chat icon and the text "FastTrack Migration Support". The main content area contains the following text:

Please answer below questions.

* By enabling this checkbox, you acknowledge that you agree to the [Support Service Terms](#)

Fields marked with * are mandatory.

Submit

Manage Your Batches in MAC

Customers can assign ownership for migration batches. The FastTrack Migration team can manage or monitor batches under their ownership ("FastTrack Managed").

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Manage Ownership
Manage and track batch operations across your Microsoft 365 tenant. View active, pending, and completed batch jobs.
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Submit support tickets and chat with Microsoft specialists. Access self-help resources and track ticket status in real time.
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Advanced Deployment Guides provide step-by-step deployment guidance for Microsoft 365 services. Configure settings, activate features, and deploy securely.
[Get started](#)

Home > Advanced deployment guides & assistance > Manage ownership

Manage ownership

Batches Tasks

Update who manages each batch: Select one or more batches, set Ownership, and select Save.

Save Refresh 94 items Select Ownership Search

FastTrack-managed
 Customer-managed

Batch name	Ownership	Status	Data consistency score	Percentage synced	Initialized	Failed
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Manage ownership

Batches Tasks

Update who manages each batch: Select one or more batches, set Ownership, and select Save.

Save Refresh 3 selected Select Ownership Search

Batch name	Ownership	Status	Data consistency score	Percentage synced	Total	Synced	Finalized	Failed
<input checked="" type="checkbox"/> RohitB11	<input checked="" type="checkbox"/> Customer-managed	Completed with errors	Perfect	0	2	0	0	2
<input checked="" type="checkbox"/> HabeebBatch_1	<input checked="" type="checkbox"/> Customer-managed	Stopped	Perfect	0	2	0	0	0
<input checked="" type="checkbox"/> ContosoDemoBatch	<input checked="" type="checkbox"/> Customer-managed	Synced with errors		0	3	0	0	3
<input type="checkbox"/> ExchangeSamplePartitionBatch_2xyz	<input type="checkbox"/> FastTrack-managed	Stopped		0	2	0	0	1
<input type="checkbox"/> ExchangeSampleBatch_1xyz	<input type="checkbox"/> FastTrack-managed	Completed with errors		0	2	0	0	2
<input type="checkbox"/> AExchangeSamplePartitionBatch_2xyz	<input type="checkbox"/> FastTrack-managed	Completed with errors		0	2	0	0	2
<input type="checkbox"/> test_reschedule	<input type="checkbox"/> FastTrack-managed	Synced with errors		0	1	0	0	1

Migration guidance in MAC

Advanced deployment guides & assistance

Deployment guides

Onboarding health

Training resources

FastTrack assistance

FastTrack Migration assistance

Migrate to the cloud with confidence

Choose the option that fits your goals and timeline. Every option includes access to our FastTrack experts and a full set of supporting resources.

Gmail

All batches
0

In progress
0

Scheduled
0

Completed
0

Failed or issues
0

FastTrack Migration assistance

Leverage expert guidance, automated tools, and proven methodologies to plan, execute, and complete your migration successfully. Join the 1.5M+ organizations that trust FastTrack for their cloud migration.

Get started

Manage Ownership

Manage and track batch operations across your Microsoft 365 tenant. View active, pending, and completed batch jobs.

Get started

Get migration expert help

Submit support tickets and chat with Microsoft specialists. Access self-help resources and track ticket status in real time.

Get started

Self Guided Migrations

Advanced Deployment Guides provide step-by-step deployment guidance for Microsoft 365 services. Configure settings, activate features, and deploy securely.

Get started

Home > Advanced deployment guides & assistance > Migration guides

Migration guides

Exchange migration

Welcome to FastTrack. This guide provides a high-level overview of the Exchange migration process. It also explains how FastTrack supports you throughout migration scheduling, communication, and the overall support experience with the [FastTrack Migration Benefit](#).

View Guide

SharePoint migration

Welcome to FastTrack for Microsoft 365. This guide gives you a high-level overview of the migration process from Google Drive, Box and Dropbox migration. We'll also explain how FastTrack supports you during scheduling, communication, and the [FastTrack Migration Benefit](#).

View Guide

Migration Guidance overview

Home > Advanced deployment guides & assistance > Exchange migration guide

- Overview
- Exchange hybrid
- Prerequisites
- Security
- Migration
- Reporting
- Closure assistance
- FAQs
- Finish

Overview

Welcome to FastTrack. This guide provides a high-level overview of the Exchange migration process. It also explains how FastTrack supports you throughout migration scheduling, communication, and the overall support experience with the [FastTrack Migration Benefit](#).

For the best experience, use [Microsoft Edge](#).

Migration type

Choose which migration type you plan to perform: *

- Exchange hybrid
- Gmail
- Exchange cross-tenant

Next

Home > Advanced deployment guides & assistance > Exchange migration guide

- Overview
- Exchange hybrid
- Prerequisites
- Security
- Migration
- Reporting
- Closure assistance
- FAQs
- Finish

Find answers to common migration questions

Get quick answers to frequently asked questions about FastTrack migration assistance, setup, security, reporting, and more.

Prerequisites

- Exchange 2010 reached the end of support lifecycle on October 13, 2020. Does FastTrack support migrations from Exchange 2010? ✓
- Can FastTrack help with hybrid deployment? ✓
- Do I need an Exchange Server if I require hybrid identity with Microsoft Entra Connect (AAD)? ✓
- Can we run pre-flight checks prior to the migrations? ✓
- What lead time should I allow between synchronizing and completing a migration batch? ✓
- What is the user impact during synchronization or incremental syncs? ✓

Security

- Does the FastTrack Migration Support Team have access to the data while migrating? ✓
- Does the migration use secure HTTPS or TLS connections to protect data? ✓
- Does the migration tool contain the log4j vulnerability? ✓

Migration

Back Next

TOPIC 03



Large Mailbox Onboarding - Preview

Moving oversized mailboxes from Exchange On-Premises into Exchange Online when standard paths fall short.

Large Mailbox Onboarding (LMO) - Preview

What it is — LMO moves mailbox data from Exchange On-Premises into the Exchange Online mailbox for very large mailboxes where standard migration paths are limited. This solution auto-expands the EXO archive during migration by provisioning additional auxiliary archive mailboxes.



When to use it

Mailboxes too large for standard cutover / hybrid moves. 100GB+ for source primary or archive (including dumpster data)

- User has a Primary mailbox and a MainArchive mailbox (aggregated size < 2TB) on Exchange On-Premise.
- User has a Primary mailbox (<2TB) on Exchange On-Premise and a remote archive mailbox on Exchange Online.



How it works

- Mailbox analysis run on the source to generate breakdown of data by size/items.
- Analysis results determine the number of auxiliary archives need provisioned
- Create XML file to map source data to target
- New-Migration batch with -XMLData switch
- Standard migration throughput for ExchangeRemoteMove endpoint



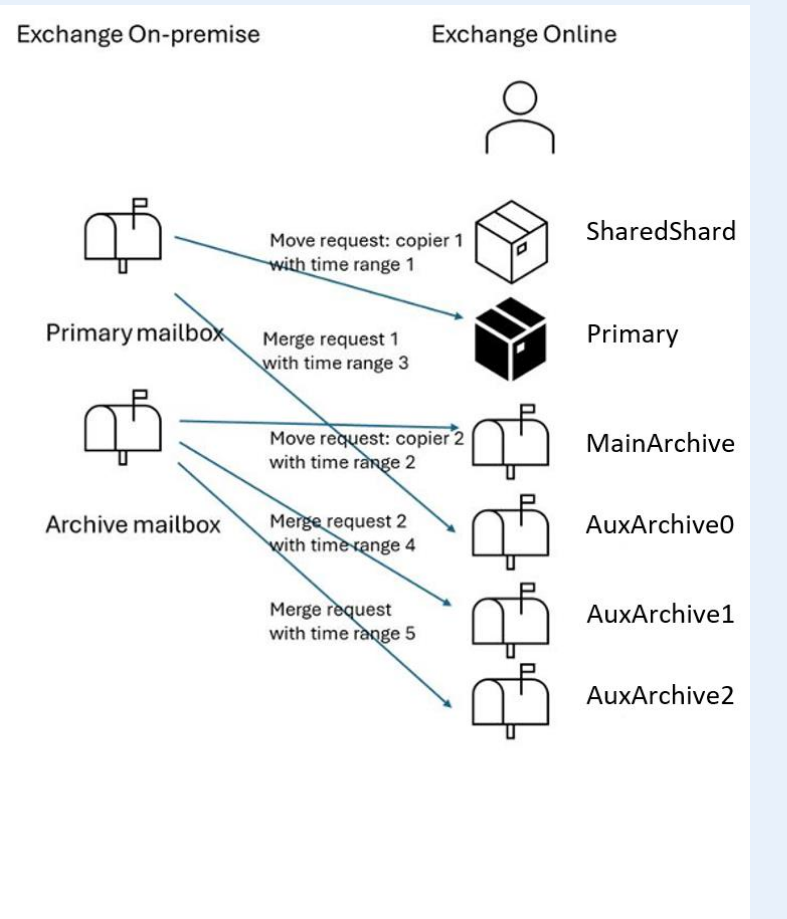
How its supported

This solution is currently GA for Gmail and IMAP. Current Preview is for Exchange Hybrid.

- Guided onboarding documentation from FastTrack Migration SME
- Supported by PG through FastTrack Migration SME
- Cmdlets are currently available in all tenants, public documentation is pending GA status

LMO – Preview cont.

What this looks like -



Source	Data Consistency Score	User status	Items synced	Items skipped	Mailbox size	Archive size
.com/Primary	Investigate	Syncing	188,151	10	844.62 GB	0 B
.com/Archive_Aux...	Perfect	Synced	194,084	0	0 B	0 B
.com/Archive_Aux...	Perfect	Synced	136,172	0	74.06 GB	0 B
.com/Archive_Aux...	Perfect	Synced	130,017	0	71.14 GB	0 B
.com/Archive_Aux...	Perfect	Synced	139,985	0	74.46 GB	0 B
.com/Archive_Aux...	Perfect	Synced	106,119	0	0 B	0 B
.com/Archive_Aux...	Perfect	Synced	137,850	0	75.57 GB	0 B
.com/Archive_Aux...	Perfect	Synced	133,419	0	72.93 GB	0 B
.com/Archive_Aux...	Perfect	Synced	146,075	0	0 B	0 B
.com/Archive_Aux...	Perfect	Synced	128,399	0	0 B	0 B
.com/Archive_Aux...	Perfect	Synced	169,137	0	79.2 GB	0 B
.com/Archive_Aux...	Perfect	Synced	64,608	0	0 B	0 B

TOPIC 04



Cross-Tenant Migration (CTM)

Exchange and ODSP cross-tenant migration assistance is currently in Preview until 12/31/2026

Cross-Tenant Migration (CTM) - Preview

What it is — **CTM** moves Exchange and ODSP data from one M365 tenant into another. This solution supports our customers navigating complex mergers, acquisitions and divestitures. This preview has been extended through 1/31/2027



EXO

- Authorized by an Enterprise Application and Organization Relationship
- GA in the M365 Admin Center using an Exchange Online migration batch
- Mailbox data syncs first, completes when scheduled by the customer
- Moves the mailbox from the source tenant to the target. Cannot migrate to existing mailbox
- Leaves a MailUser in the source with a routing address to the target mailbox
- Standard migration throughput for ExchangeRemoteMove endpoint



ODSP

- Authorized by cross-tenant trust
- GA in PowerShell. FastTrack Migration Hub is for Preview customers
- Users and groups must be pre-provisioned
- Site data is moved from the source tenant to the target in a single event. Cannot migrate to an existing site.
- Data is backed-up on the source SPO database, then restored on the target
- Leaves redirection URL on the source to the target site
- Up to 4,000 sites can be moved in 48 hours



How its supported

This solution is currently GA for EXO and ODSP. Current Preview is for FastTrack Assistance.

- Supported by M365 Support and FastTrack Migration SME
- Cmdlets are currently available in all tenants, optimized ODSP scripting is internal only.

Licensing required:

- Cross-tenant user data migration
\$15/user for Exchange & OneDrive
- Cross-tenant Shared Data Migration
\$48/100 GB for SharePoint Online Sites.

CTM – Preview cont.

Microsoft Learn Documentation

- [Cross-tenant mailbox migration - Microsoft 365 Enterprise | Microsoft Learn](#)
- [Cross-tenant OneDrive migration overview - Microsoft 365 Enterprise | Microsoft Learn](#)
- [Cross-tenant SharePoint site migration overview - Microsoft 365 Enterprise | Microsoft Learn](#)

FastTrack Cross-tenant Scope:

[Cross-Tenant Migration - FastTrack – Microsoft 365 | Microsoft Learn](#)

TOPIC 05



Future Roadmap

Where FastTrack migrations are heading over the next two quarters.

What's now, next and later

NOW

- **MAC live** - for Email & Cloud Content (ROW non-EUDB, UKSec, US GCC).
- **Content transition** - existing + new customers moving to MAC.
- **Cross-tenant** – Preview continues
- **Large mailbox onboarding** – hybrid preview continues
- **Cross-tenant with orchestrator** – Preview (not currently in FastTrack scope)
- **Slack to Teams** - currently GA worldwide. (non-FastTrack as of today)

NEXT

- MAC availability for EU Data Boundary.
- FTC supported File Share migration in MAC
- Large-mailbox onboarding GA
- Cross-tenant ODSP in MAC
- Cross-tenant Teams data migration – chats, meetings, channels

Replace bracketed placeholders with confirmed roadmap items and dates before sharing externally.

Mithub - MAC status

Customers · regions · what comes next.

REGIONS

4

total regions

3 covered

3

covered

live today (Rest of the World, EU and GCC)

1

remaining

to onboard (UK)

WHAT'S NEXT

- **3P Migration** *July*
DryvelQ / Cloudiway
- **One workloads** *July*
Fileshare · ODSP
- **One region** *July*
UK
- **UX Enhancements** *July*
first run > second run experience, batch management

LET'S DISCUSS

Questions & how to engage



Request assistance

admin.microsoft.com → Setup → Migration → Request migration assistance.



Get migration support

Use the “support ticket” link at the top of the Migration page (not the portal widget).



Stay close to the roadmap

Join these office hours and watch for transition communications.

Thank you — FastTrack Migrations team