Your Hosted Desktop migration week in 5 steps

Following the placement of your order and the setting up of a direct debit for payment we will have created your Hosted system and loaded all of your applications software in preparation for your migration, the following provides a guide to the timing of the process over your migration week.

Step 1

A member of our migration team will connect to your server or PC remotely to assess the format and quantity of data that is going to be transferred. We will have previously arranged for a portable drive to be sent to you (if required*) which we will use to transfer your data to our main data centre over the coming weekend, you will be asked to connect this to your server so that our team can make a bulk backup of your data and, where required, emails can be backed up to individual PST files.

Step 2

Towards the end of the week – usually on the Thursday – we will provide you with details of how to access your emails through Outlook Web Access (OWA) and late in the day we will arrange for your email domain (MX records) to be changed to direct your emails to HDUK's own Exchange email server, access to your emails will then be made through OWA. Around this time we will also make an incremental backup of your data and send you a courier label in pdf format for you to print in readiness for shipping the portable drive to our data centre.

Step 3

This normally takes place on the Friday of your migration week, we will make a backup of your SQL databases, and also one of your emails for the whole week covering the transfer period. We will also make a final incremental backup of your data, following this we will ask you to disconnect the drive, re-package, and apply the pre-printed courier label ready for the pre-arranged collection during the afternoon by our courier.

Step 4

Over the weekend the drive will be delivered to our data centre and connected to our system, your data will then be copied over to your own Hosted system and your programs configured. Your old emails will be imported into your new Hosted Exchange mailboxes.

Step 5

On your 'Go Live' day we will send you instructions to help get everyone logged in to their Hosted Desktop, this will include all usernames and passwords. Your staff can now begin to login and a member of our migration team will be available to assist where necessary. We will ask you to test your printers and programs are working correctly and provide assistance if needed. Our support team will be available to provide help on an ongoing basis should any issues arise.

*We may transfer your data over the Internet rather than using a portable drive if possible depending on the amount of data to transfer.

If you have any further questions, please contact us on 020 3239 6181 or email us contact@hosteddesktopuk.co.uk
www.hosteddesktopuk.co.uk