



SILVERSKY™

Customer Webinar: Hosted Exchange Migration Plan

January 18, 2025

What is Being Offered?

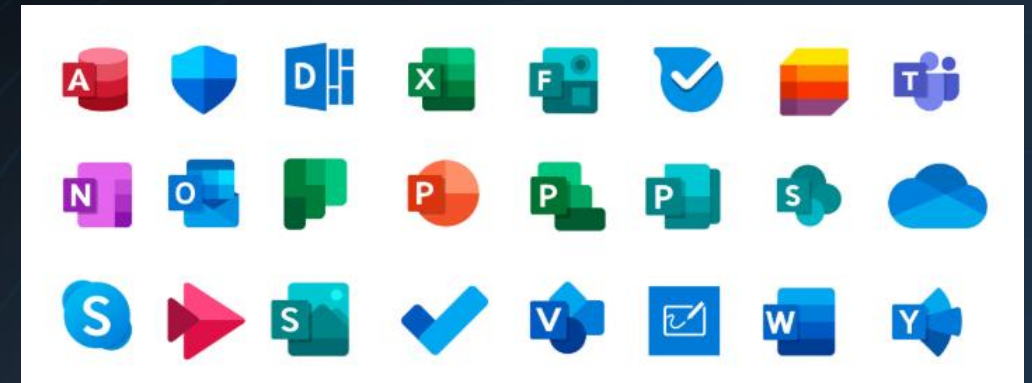
The Hosted Exchange platform no longer meets the collaboration and security needs of modern businesses.

Current platform does not offer seamless cloud platform and the expected experience of users and administrators.

Collaboration is no longer only email

Modern business demands document sharing, calendar sharing, collaboration tools, both online and off, both in the cloud and on premise, mobile and desktop.

SilverSky is offering the industry-leading tools and managed services to modernize and scale into the future.



What is the Hosted Exchange Migration Timeline?

- SilverSky has made the decision to shut down the HEX platform in October 2025 due to Microsoft Licensing changes
- Migration Timeline:
 - November 2024: SilverSky project plan finalized
 - December 2024: customer notifications
 - February 2025: customer opt-out or migration selection
 - August 2025: last migrations completed
 - September 2025: final HEX invoice sent to opt-out customers
 - December 2025: HEX platform shut down

What Choices Are Available?

Microsoft License and SilverSky Managed Service Bundles		
Essentials	Power Package	Complete
Organizations needing basic productivity tools and security controls for email and device management	Organizations needing robust productivity tools and enhanced security for email and device management	Organizations needing robust productivity tools and advanced analytics, compliance tools, with comprehensive security for complex environments

- Self-Service Migration
- Express Migration
- Managed Migration

Opt - Out



Which License is Best for Small-Medium Organizations?

Essentials Package	
Microsoft 365 Business Standard Features:	
Office applications	Word, Excel, PowerPoint, and Outlook
Cloud Productivity Tools	OneDrive for Business, SharePoint, and Teams
Email & Calendar	50GB mailbox per user, calendar, and contacts management tools
Security	Entra ID Premium
SilverSky Security Protections	
Email Protection	Protect against malware, ransomware, social engineering tactics & targeted attacks
Business Email Compromise Protection	Secure critical employees from sophisticated phishing attacks
Best For	Small businesses seeking essential productivity and email security

Power Package	
Microsoft 365 Business Premium Features:	
Office applications	Word, Excel, PowerPoint, and Outlook
Cloud Productivity Tools	Exchange, OneDrive, SharePoint, Teams
Email & Calendar	50GB mailbox per user, calendar, and contacts management tools
Security	Intune mobile device management, Entra ID Premium, Windows Defender
SilverSky Security Protections	
Managed Modern Work	Entra ID Management, M365 administration and access management, Intune mobile device management, communications security
Email Protection	Protect against malware, ransomware, social engineering tactics & targeted attacks
Business Email Compromise Protection	Secure critical employees from sophisticated phishing attacks
Best For	Businesses seeking essential productivity, needing advanced security for key staff and cloud management

Complete Package	
Microsoft 365 Business Premium Features:	
Office applications	Word, Excel, PowerPoint, and Outlook
Cloud Productivity Tools	Exchange, OneDrive, SharePoint, Teams
Email & Calendar	50GB mailbox per user, calendar, and contacts management tools
Security	Intune endpoint management, Azure Information Protection, Windows Defender
Advanced Security	Microsoft Defender for Endpoint, Microsoft Defender for Identity, Microsoft Information Protection, Azure Active Directory Premium P2
Compliance / Information Protection	Advanced eDiscovery and Advanced Data Governance, Customer Lockbox
Analytics / Insights	Power BI Pro, MyAnalytics
SilverSky Security Protections	
Managed Defender M365	Configuration, management, and monitoring of the four security solutions within M365 to protect from multiple types of advanced targeted cyberattacks
Managed Modern Work	Entra ID Management, M365 administration and access management, Intune configuration & management, communications security
Email Protection	Protect against malware, ransomware, social engineering tactics & targeted attacks
Business Email Compromise Protection	Secure critical employees from sophisticated phishing attacks
Best For	Organizations seeking essential productivity, requiring comprehensive security, monitoring, and protection against advanced threats



Which License is Best for Large Organizations?

Essentials Package Microsoft Office E3 Features:	
Office applications	Word, Excel, PowerPoint, and Outlook
Cloud Productivity Tools	OneDrive for Business, SharePoint, and Teams
Email & Calendar	50GB mailbox per user, calendar, and contacts management tools
Security	Entra ID Premium
SilverSky Security Protections	
Email Protection	Protect against malware, ransomware, social engineering tactics & targeted attacks
Business Email Compromise Protection	Secure critical employees from sophisticated phishing attacks
Best for	Organizations needing productivity tools and basic enhanced security for email and device management

Power Package Microsoft E3 Features:	
Office applications	Word, Excel, PowerPoint, and Outlook
Cloud Productivity Tools	Exchange, OneDrive, SharePoint
Email & Calendar	50GB mailbox per user, calendar, and contacts management tools
Security	Intune mobile device management, Entra ID Premium, Windows Defender
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Managed Modern Work	Entra ID Management, M365 administration and access management, Intune mobile device management, communications security
Email Protection	Protect against malware, ransomware, social engineering tactics & targeted attacks
Business Email Compromise Protection	Secure critical employees from sophisticated phishing attacks
Best for	Organizations needing robust productivity tools and enhanced security for email and device management

Complete Package Microsoft E5 Features:	
Office applications	Word, Excel, PowerPoint, and Outlook
Cloud Productivity Tools	Exchange, OneDrive, SharePoint, Teams
Email & Calendar	100GB mailbox per user, calendar, and contacts management tools
Security	Intune endpoint management, Azure Information Protection, Windows Defender
Advanced Security	Microsoft Defender for Endpoint, Microsoft Defender for Identity, Microsoft Information Protection, Azure Active Directory Premium P2
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Best for	Organizations needing robust productivity tools and advanced analytics, compliance tools, with comprehensive security for complex environments

What Does SilverSky Provide?

Email Protection

SilverSky Email Protection Services (EPS) makes it simple to defend your email operations against threats, ensure business continuity, and meet compliance and audit obligations.

- Social Engineering Protection
- Targeted Attack Protection
- Anti-spam, Anti-virus
- Data Loss Prevention
- Email Encryption

Business Email Compromise Protection

Enhanced email phishing service protects against email cybercrime attack where a malicious actor targets an organization by compromising legitimate business email accounts, usually through social engineering or phishing scams, to manipulate the organization into transferring funds or sensitive information to the attacker.

Managed Modern Work

M365 implementation, administration and identify management tailored to your environment:

- Entra ID
- Intune Mobile Device Management
- Communications Security
- MFA
- SharePoint Online
- Conditional Access Policies
- Quarterly Reporting

Managed Defender M365

Configuration, management, and monitoring of Microsoft Defender XDR securing your M365 environment:

- Microsoft Defender XDR
- Microsoft Defender for Endpoint
- Microsoft Defender for Cloud Apps
- Microsoft Defender for Identity



Migration Process

Self-Service

Best for organizations who are using an IT provider or have strong IT skills in-house who can move and manage the new Microsoft environment.

Express

Best for organizations with fewer than 70 mailboxes. Streamlined migration with support from SilverSky.

Managed

Best for large organizations. Multi-phased, planned migration with project management support from SilverSky. Assigned to a move cohort on a First-come-first-served basis of signed contracts.

Pricing is valid through Feb 3, 2025. After that date, pricing will change and is based on availability



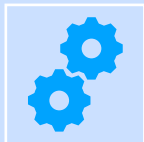
What's involved with "Self-Service"?



The Self-Service toolkit can be used to migrate mailboxes from SilverSky Hosted Exchange to Microsoft 365. You can install it on any machine within your organization and configure the connection to your Hosted Exchange tenant using the dedicated service account created for you by SilverSky.



Easily link unmatched source mailboxes to target mailboxes by creating new users, selecting existing users or archive mailboxes, or manually entering email addresses for a smooth migration process.



Simplify your migration by automatically creating and licensing Office 365 users, eliminating the need for PowerShell scripting, and ensuring a seamless transition.

Knowledge Center: Your Information Location

- Solution Overviews
 - Managed Defender M365
 - Managed Modern Work
 - Email Protection Service
 - Enhanced Email Phishing Service
 - Express Migration
 - Managed Migration
 - Self-Service Migration
- Difference between self-service, express and managed migration
- Difference between Essentials – Power Package – Complete bundles
- FAQ
- Videos & user guides
- Email distro for help

Site available on Dec 18th

[Hosted Exchange Migration Knowledge Center](#)

Site will be continuously updated throughout the migration process



Opt-Out Choice

Reminder:

- Your email needs to go somewhere!
- Be sure to use the self-service migration tool to move mail to your next provider
- 30 days after your last invoice (September 2025), your data will be removed, and all mailboxes will be deleted
- Your HEX contract will end at either end of contract or Sept 2025 whichever comes first, without any ETF. Customers may choose to continue a month-to-month service until Sept 2025 to prepare for migration.

Archive customers:

- Your service will continue as Archive is separate from HEX
- Work with your Account Manager if you wish to explore options



Decision Making Timeline

Starting December 18th, Customers will receive an email with their 3 options and a recommendation for migration path

Customer Choice

1. Move to Complete bundle, and pay 25% of the migration costs
2. Move to Power Package and pay 50% migration costs
3. Move to Essentials bundle and pay for a migration

Customer replies to the email with their choice

Customer receives a formal Order Form within 3 business days

Customers signs their pre-configured Order Form by Feb 3, 2025



Preparing Now for Your Migration

1. Review your current mailboxes and delete any unnecessary accounts
2. Assign a Migration Project owner from your organization
3. Decide on Migration path (self-service, Express, Managed)
4. Review your Essentials, Power Package, Complete options aligned to your budget
5. Select migration path and package
6. Sign and return the SilverSky Order Form by February 3, 2025



Understanding the Microsoft Licensing Payments

1. Microsoft will charge a premium for month-to-month license purchases
2. By default, all Microsoft licenses are annual subscriptions, paid annually
3. Subscription holders may add additional licenses throughout the year and charged a pro-rated amount on the next invoice

Getting Help

- HEXMigrations2025@SilverSky.com
- Customer Migration Webinars
 - Jan 9th at 12:00 PM ET - [Register here](#)
 - Jan 30th at 2 PM ET - [Register here](#)
- Team Town Hall Events –
 - First Thursday of every month at Noon ET
 - Program updates & lessons learned
 - Q&A
- Managed Migrations
 - Customers assigned to a specific timeline
 - Weekly touchpoint with your migration leader

SupportDB@SilverSky.com tickets for Hosted Exchange are by default are not P1, rather will be treated as a P3



Questions & Answers

