



# Your Hosted Desktop migration week in 1 Week

Once we have received your order a dedicated HTL Support project manager will be assigned to ensure that your migration runs as smoothly as possible. He will work with you to determine the best week for the migration, and to personalise and deliver a method that offers minimum downtime and disruption.

Prior to the migration we will have installed and tested your application software, configured all user and security settings and will be ready to receive your data. We will send you one or more portable hard drives which we will use to transfer your data to our main data centre. In some instances we will be able to transfer data via the Internet.

## MONDAY

1

We will ask you to connect our portable hard drives to your server so we can start backing up 1 your data and emails.

## TUESDAY

2

Data back-up continues .....

## WEDNESDAY

3

Data back-up continues .....

## THURSDAY

4

You will stop sending and receiving your emails using your current system, and start using the cloud system. For now, only using Outlook Web Access (OWA) or your Smart Phones. We switch the flow of your email so all new email is now received by HTL Support Servers.

## FRIDAY

5

We will complete the backups of all your data to our portable hard drives and our courier will collect them from your office. We will need your help to disconnect the drives and prepare them for courier collection.

## SATURDAY

6

The drives 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.

## SUNDAY

7

Your old emails will be imported into your new Hosted Exchange mailboxes. Your SQL data will 7 be imported to our SQL server.

## MONDAY

8

On your 'Go Live' day everyone logs in to their Hosted Desktop. We ensure we have additional staff available to assist your project manager and ensure that anyone experiencing any 'first time queries' gets help rapidly. 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.