

Implementing Seamless **Microsoft 365** **Cross-Tenant Migration** for a Non-Profit Organization

Headquartered in Fort Collins, our customer is a non-profit organization that serves as a community-owned public power utility provider. Its primary focus is to deliver energy and services to the community while emphasizing safety, reliability, environmental responsibility, and financial sustainability. The organization's diverse generation portfolio includes coal, wind, hydro, solar, and gas resources, ensuring a well-rounded approach to energy solutions for their utility customers.



Improving Operational Excellence by Migrating to Commercial Cloud

In its continuous pursuit of operational excellence, the non-profit organization recognized the need to optimize Microsoft 365 environment. Consequently, the organization wanted to migrate existing workload data along with the Azure subscription from the Government Community Cloud (GCC) tenant to the Commercial tenant. This transition would enable the non-profit organization to optimize its Microsoft 365 environment, leverage new capabilities of the Commercial tenant, and align it with the organization's specific requirements. A smooth migration to the new tenant would empower organization to enhance its operations and deliver better energy solutions to its utility customers while upholding their commitment to safety, reliability, and environmental responsibility.

“ We faced significant challenges due to the initial configuration handled by a third-party service provider. Our team had insufficient knowledge about our tenant setup, which hindered our ability to understand and manage the environment effectively. ”

- Project Manager, Non-profit Power Utility Provider

However, migration from GCC to the Commercial tenant could pose challenges in compliance, security, data transfer, and application compatibility. The non-profit organization sought help from an industry-proven technology partner to address regulatory requirements, ensure data protection, safeguard against data loss, handle large-scale data transfer, and verify the compatibility of custom applications.



Delivering a Seamless Microsoft 365 Tenant-to-tenant Migration Experience

With extensive expertise in Microsoft 365 tenant-to-tenant migrations and other Microsoft workloads, AgreeYa was an ideal technology partner for the project. Upon engagement, AgreeYa experts began with the onsite readiness assessment and discovery phase to understand and analyze the entire source Microsoft 365 tenant and Azure subscription, including Microsoft 365 workloads and network infrastructure.

As part of the project, AgreeYa experts performed the following activities to ensure the successful migration from GCC to the commercial cloud.

Provided an email template for communication, including end-user templates, for BitTitan DMA Agent and Mobile Apps Configuration after migration in the communication plan document.

Configured the Microsoft 365 tenant by mirroring settings from the source to the destination tenant for the current Azure AD, Exchange Online, SharePoint Online, Microsoft Teams, OneDrive for Business, and Power BI configurations.

Performed mailbox migration for approximately 1.3 TB of data, including:

- Up to 385 user mailboxes
- Up to 244 inactive mailboxes
- Up to 56 shared mailboxes
- Up to 41 resource mailboxes

Executed SharePoint Online (SPO) migration for up to 361 SPO sites, totaling approximately 344 GB of data.

Enabled OneDrive for Business (ODB) migration for up to 337 ODB accounts, totaling approximately 4.6 TB of data.

Performed Teams migration for up to 257 Teams and 460 standard channels.

Executed Microsoft Group migration for up to 11 Microsoft 365 Groups.

Republished 1 Power BI app to the Commercial Tenant.

Recreated up to 949 Distribution and Security Groups.

Assisted with the reactivation and reconfiguration of Microsoft 365 apps.

Remapped the custom customer domain from the source tenant to the destination tenant.

Reintegrated Okta and Valimail with the destination tenant.

Assisted with Exchange decommissioning.

Post-go-live, we provided knowledge transfer and documentation comprising a list of potential issues and solutions and a description of new features on the destination tenant. Additionally, we delivered in-depth training sessions to the staff and round-the-clock support for two weeks enabling the customer to understand, utilize and maximize the potential of the commercial cloud.

Ensuring Operational Efficiency and Future Readiness

“ AgreeYa helped us every step of the way during tenant-to-tenant migration. The team helped all 400 users understand the new Commercial Microsoft 365 tenant and onboard easily. ”

- Project Manager, Non-profit Power Utility Provider

AgreeYa enabled the customer to seamlessly transition from GCC tenant to a new Commercial tenant. Through careful planning, thorough migration execution, and continuous support, the customer successfully transferred its Microsoft 365 workload data without any loss scenarios and aligned the new tenant's parameters with the previous configuration. The migration activity empowered the customer with a fully operational Commercial Microsoft 365 environment, improved user collaboration, and enhanced IT administration capabilities, ultimately contributing to their overall operational efficiency and success. Other benefits of the project include:



400 user mailboxes, SPO, ODB, Teams, and Planner data successfully migrated to the new commercial tenant, thereby ensuring seamless access and productivity for all users.

Zero data loss and business disruption scenarios through the migration activities.

Enabled IT administrators to gain awareness and knowledge transfer throughout the migration, empowering them to effectively manage the new environment.












Provided a consistent and professional branding experience for the organization through Vanity domain remapping.

Simplified identity provisioning from Active Directory by reconfiguring AADConnect to streamline user management.

Granted users access to expanded feature sets and functionalities, enhancing productivity and user experience.

Enabled quick issue resolutions with 24X7 post-migration support.

Technology Stack



About AgreeYa

AgreeYa Solutions is a leading global provider of software, solutions, and services to global Fortune 100, medium, and small organizations. Founded in 1999 and headquartered in Folsom, Calif., AgreeYa has over 2,200 professionals helping clients across the US, India, EMEA, and Mexico in their digital journey. Leveraging our technology-enabled, consultative approach and diverse talent, we serve clients across various industries to meet changing market conditions, stimulate growth, optimize costs, and create lasting value. Our solutions around modern workplace, smart analytics, intelligent automation, AI/ML, cloud transformation, mobility, and talent management deliver the value of digital transformation for our clients. AgreeYa has received considerable recognition in the industry for its technology leadership, quality processes, employee best practices, customer success, and giving back to the community. Some key recognitions include certifications like Microsoft Legacy Gold Partner and Cloud Solutions Provider; AICPA SOC 2 Type 2, SEI CMMI, and ISO 9001:2015; and awards including Dream Company to Work For and Best Employer Brand.



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