

- What migration services are offered?
- What provisioning tools are included for the migration?
- Are self-migration and/or full-service migration capabilities offered?
- Are end-users able to manage their own configurations and settings?
- Is a dedicated technical account representative available?

LOCATION OF THE DATA

- In what countries will the data be stored?
- Can customers decide where their data will be stored? Conversely, can customers specify where their data will not be stored?
- If multiple data centers are supported, can customers specify from which data centers services, such as email, are offered in order to minimize latency?

SUMMARY

Every organization should seriously consider if and how cloud-based delivery of messaging and collaboration services can benefit their organization. However, many organizations have not fully considered the ramifications of migrating one or more such services to the cloud, nor do many organizations have a set of best practices that can be used to evaluate cloud providers, internal practices and the long-term consequences. Every organization should carefully and completely determine their cloud strategy based on a full understanding of internal processes, and they should perform due diligence on all of the cloud providers that might be able to satisfy their requirements.

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www.microfocus.com

twitter.com/MicroFocus

questions@microfocus.com

+1 866 464 9282

+1 646 304 6250

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