























- 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.

## **SPONSOR OF THIS WHITE PAPER**

Micro Focus is a global software company with 40 years of experience in delivering and supporting enterprise software solutions that help customers innovate faster with lower risk. By applying proven expertise in software and security, we enable customers to utilize new technology solutions while maximizing the value of their investments in critical IT infrastructure and business applications. As a result, they can build, operate, and secure the IT systems that bring together existing business logic and applications with emerging technologies—in essence, bridging the old and the new—to meet their increasingly complex business demands.



[www.microfocus.com](http://www.microfocus.com)

[twitter.com/MicroFocus](https://twitter.com/MicroFocus)

[questions@microfocus.com](mailto:questions@microfocus.com)

+1 866 464 9282

+1 646 304 6250

© Osterman Research, Inc. All rights reserved.

No part of this document may be reproduced in any form by any means, nor may it be distributed without the permission of Osterman Research, Inc., nor may it be resold or distributed by any entity other than Osterman Research, Inc., without prior written authorization of Osterman Research, Inc.

Osterman Research, Inc. does not provide legal advice. Nothing in this document constitutes legal advice, nor shall this document or any software product or other offering referenced herein serve as a substitute for the reader's compliance with any laws (including but not limited to any act, statute, regulation, rule, directive, administrative order, executive order, etc. (collectively, "Laws")) referenced in this document. If necessary, the reader should consult with competent legal counsel regarding any Laws referenced herein. Osterman Research, Inc. makes no representation or warranty regarding the completeness or accuracy of the information contained in this document.

THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. ALL EXPRESS OR IMPLIED REPRESENTATIONS, CONDITIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE DETERMINED TO BE ILLEGAL.