

Scope of the **FREE MIGRATION**



Task	Responsible	Material	Observation
Information gathering and topology	Intcomex / End customer Channel	Information gathering questionnaire	Intcomex staff / Channel will communicate with the end customer to carry out a survey of their legacy system and the information they wish to migrate, in order to analyze the scenario, including the migration of up to 800 GB of information per tenant
Defining scope of migration	Intcomex / Channel	Formal communication of migration scope	Based on the survey carried out, it will be analyzed what information desired by the end customer can be migrated based on the official documentation of the manufacturer Avepoint, comprising up to 800 GB all the data of emails to be migrated
Migration schedule	Intcomex	Formal communication of migration schedule	With the defined data to be migrated, a defined period is proposed for migration with a period not exceeding 15 days from the completion of the previous task
Data migration	Intcomex	Formal communication at the start and end of migration	The task is started according to the times stipulated in the schedule and in coordination with the customer
DNS records configuration	Intcomex / Customer	Formal communication	Intcomex will provide the necessary records that must be modified by the client in their DNS service provider for migration
Mail application settings	Channel / Customer	Formal communication	Channel or customer will be responsible for the reconfiguration of the mail application of each of the end user equipment
Post-migration proofs of sending / receiving emails	Intcomex / Customer	Formal communication	Emails will be sent / received to two random accounts in order to verify the proper functioning of these
Monitoring	Channel / Customer Intcomex	Formal communication	Channel or customer will be responsible for verifying the adequate transfer of information, based on the report that Intcomex will generate on the migrated data
Install Office on end-user computers	Channel / Customer	Formal communication	This task is entirely the responsibility of the channel or customer in the end user equipment