



DATA SHEET

Data Migration Service for Microsoft Dynamics® CRM Online

We know that your company looks to Microsoft® for reliable and secure business communication and collaboration. It's understood that you expect the same level of service and reliability as your company transitions to the cloud with Dynamics CRM Online. To help your users experience optimal levels of performance and availability during the migration period, Microsoft Services has created the Data Migration Service for CRM Online.

Accelerate your move to the cloud with the CRM Online Data Migration Service

Customized for Your Business

Your migration requirements are unique to your business. Microsoft has developed a service that will deliver a migration experience customized to your needs.

The Migration Service will be delivered by a specially trained Dynamics Premier Field Engineer who guides you through the migration process and will:

- Set up an initial Kick Off meeting to discuss the scope of the Data Migration Service.
- Provide a detailed review of the documented data migration requirements.
- Set up status meetings with you and document steps taken to complete the requirements gathering and successful data migration.
- Recommend best practices, appropriate tools and processes to help deliver a successful migration.
- Export your data and conduct data migration testing to help validate that your requirements are met.
- Execute the migration in the production environment
- Schedule a close out meeting to review the data migration project and provide recommendations on additional trainings or support for your Microsoft Dynamics CRM Online Solution.

Within this service, a Microsoft Premier Field Engineer will:

- Work with you to determine customer data requirements
- Develop migration strategy and identify proper tools and techniques to use during the data migration project
- Complete a test data migration to determine whether data mappings are correct
- Migrate your existing customer data to Dynamics CRM Online

Learn preferred practices for data migration.

As the engineer delivers the service, he or she will review the requirements document and discuss the preferred ways to develop requirements for data migration. The engineer will discuss the various data formats that can be imported into Microsoft Dynamics CRM Online as well as techniques and best practices to migrate data from your existing solution to Microsoft Dynamics CRM Online.

Train your staff to complete data migrations

The Data Migration Service for Microsoft Dynamics CRM Online service includes the initial data migration of your existing customer data into Microsoft Dynamics CRM Online. Once this initial migration is completed, the engineer will set up a session to do a detailed review of the data migration process. During this interactive session, your staff will learn the migration process, starting with the requirements gathering to the testing and ultimately the migration of your customer data to Microsoft Dynamics CRM Online. This is especially valuable if you will need to complete subsequent data migrations on a regular basis.

Increase your team's understanding of the application

Your Information Technology team will be directly involved in the service and will learn how to migrate data into Microsoft Dynamics CRM Online going forward.

Service deliverables

The deliverables for this service will consist of a document which provides a detailed explanation of the steps taken to migrate your data to Microsoft Dynamics CRM Online and provides content on suggested requirements documents and readiness plans for your Information Technology resources.

Maximize the Value of Your IT Investments

The mission of Microsoft Services is to help you get the most out of your IT investments. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.

The availability of the Data Migration Service for Dynamics CRM Online may vary by product per region. For more information about proactive Microsoft Dynamics services, contact your local Premier Services lead.

With this service you will be able to:

- Understand requirements for migrating your data to Microsoft Dynamics CRM Online
- Determine appropriate migration strategy and tools
- Import your existing data into Dynamics CRM Online

For more information

Please visit the Premier Support Web site at www.microsoft.com/premier or contact your local Microsoft Services representative.