

# Microsoft 365 Migration Guide

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Everything Your Business Needs to Know Before, During and After Migration

## Why Malaysian Businesses Are Moving to Microsoft 365

Thousands of Malaysian businesses are still running on-premise Exchange servers, local file servers, and a patchwork of consumer tools like personal Gmail accounts and Dropbox folders. This creates hidden risks: server hardware failure, ransomware with no offsite backup, PDPA compliance gaps and no secure remote access for staff. Microsoft 365 solves all of these under one monthly subscription.

Reason to Migrate	What Microsoft 365 Provides
On-premise Exchange server ageing or failing	Cloud email with 99.9% uptime, no server hardware needed
Staff use personal Gmail or Hotmail for work email	Professional @yourdomain.com email on Outlook and mobile
Files stored only on local PC or NAS — no remote access	OneDrive and SharePoint: access files anywhere, any device
No secure way for staff to work from home	Teams, SharePoint and VPN-free secure remote access
PDPA compliance risk from uncontrolled data handling	Admin controls, audit logs and data loss prevention policies
Office software licences expiring or unmanaged	Full Office apps for up to 5 devices per user included

## Before You Migrate: What to Prepare

- ✓ Count your mailboxes (including shared mailboxes and aliases)
- ✓ Identify any mail rules, auto-replies or distribution groups
- ✓ Decide on Microsoft 365 plan (Basic, Standard or Premium)
- ✓ Inform staff of migration date and expected brief downtime
- ✓ List all email addresses and domains in use
- ✓ Check DNS access — you will need to update MX records
- ✓ Identify any third-party apps connected to your current email
- ✓ Back up critical emails from the old system as a precaution

### Cybergate Handles All of This

If you engage Cybergate for your migration, we run the pre-migration audit and handle all preparation items above. You do not need to understand DNS records or mail server configuration — we document everything and manage the technical process end-to-end. Your job is to tell us how many users you have and what they currently use for email.

# Step-by-Step Migration Process

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What Cybergate Does at Each Stage of Your Microsoft 365 Migration

## 01

### Pre-Migration Audit (Day 1)

We connect to your existing mail system and export a full list of mailboxes, shared mailboxes, distribution lists, aliases, calendar resources and mail flow rules. We check your DNS access and verify domain ownership. We document everything before touching anything.

- ✓ Export mailbox list and sizes
- ✓ Identify shared mailboxes and aliases
- ✓ Check DNS management access
- ✓ Review mail rules and connectors
- ✓ Assess data volume for migration timeline
- ✓ Confirm user list with client

## 02

### Microsoft 365 Tenant Setup (Day 1-2)

We create your Microsoft 365 tenant, add and verify your domain, assign licences to all users and configure the tenant settings for Malaysian business requirements including language, time zone and data residency.

- ✓ Create Microsoft 365 tenant
- ✓ Add and verify your domain
- ✓ Assign licences to all users
- ✓ Configure tenant regional settings
- ✓ Set up admin accounts with MFA
- ✓ Configure basic security defaults

## 03

### DNS Configuration (Day 2)

We update your DNS records to point email to Microsoft 365. This includes the MX record (mail routing), SPF record (sender authentication), DKIM (email signing) and DMARC (anti-spoofing policy). Incorrect DNS is the most common cause of email delivery problems — we verify each record after publishing.

- ✓ Update MX record to Microsoft
- ✓ Configure SPF record
- ✓ Enable DKIM signing in M365
- ✓ Set up DMARC policy
- ✓ Verify all DNS records propagated
- ✓ Test mail flow in both directions

## 04

### Mailbox Migration (Day 2-3)

We migrate all email, contacts and calendars from your old system to Microsoft 365. We run an initial full sync, then a delta sync immediately before cutover to capture emails received during migration. All users are tested before the old system is decommissioned.

- ✓ Run initial mailbox sync
- ✓ Migrate contacts and calendars
- ✓ Run delta sync before cutover
- ✓ Verify each mailbox after migration
- ✓ Configure Outlook profiles for all users
- ✓ Test send and receive for all accounts

# Post-Migration Configuration

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Security, Collaboration Tools and User Setup After Email Migration

## Security Configuration After Migration

Email migration is only the first step. A properly secured Microsoft 365 environment requires additional configuration that is often skipped — leaving businesses exposed to account takeover, phishing and data leakage. Cybergate configures all of the following as part of our standard migration engagement.

- ✓ Multi-factor authentication (MFA) enforced for all accounts
- ✓ Microsoft Defender anti-phishing and anti-malware policies
- ✓ Email encryption for sensitive outbound messages
- ✓ Audit logging enabled for admin and user activity
- ✓ Conditional access: block sign-ins from high-risk countries
- ✓ Safe Links and Safe Attachments (Defender for Office 365)
- ✓ External email warning banners for staff awareness
- ✓ Admin accounts separated from regular user accounts

## SharePoint and OneDrive Setup

Most businesses migrate email first, then later realise the biggest productivity gain comes from replacing their file server with SharePoint and OneDrive. We set up both as part of our full migration package.

OneDrive	SharePoint Online
Personal cloud storage for each user 1TB per user included Syncs with Windows File Explorer Mobile access on iOS and Android Version history on all files Recycle bin for accidental deletion	Shared document library for teams Replaces your file server or NAS Channel file storage for Teams Custom permissions per folder Intranet pages for announcements External sharing with clients (controlled)

## Microsoft Teams Setup

Teams replaces WhatsApp groups, phone calls and email threads for internal communication. We set up your Teams environment with channels for each department or project, configure guest access for clients or contractors, and connect Teams to your SharePoint file libraries.

**Common Mistake: Skipping MFA**

The single most common Microsoft 365 security failure we see when taking over from other providers is MFA not being enforced. Without MFA, a stolen or guessed password gives an attacker full access to your email, files and SharePoint. Business email compromise (BEC) attacks where attackers impersonate staff or finance teams are the leading cause of financial fraud in Malaysian SMEs. MFA stops over 99% of these attacks. Cybergate enforces MFA on all accounts before migration cutover — it is non-negotiable in our engagements.

# Pricing, FAQ and Next Steps

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Microsoft 365 Migration and Ongoing Management — Cybergate  
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## Migration Pricing Guide

Service	Scope	Starting Price
Email Migration (small)	Up to 10 mailboxes, DNS setup, Outlook config, user testing	<b>RM 800</b>
Email Migration (medium)	11–30 mailboxes, shared mailboxes, distribution lists	<b>RM 1,800</b>
Email Migration (large)	31–60 mailboxes, complex mail rules, calendar migration	<b>From RM 2,800</b>
SharePoint File Migration	File server to SharePoint/OneDrive, permissions mapping	<b>From RM 500</b>
Teams Setup	Channels, permissions, SharePoint integration, guest access	<b>From RM 300</b>
Security Configuration	MFA, Conditional Access, Defender policies, audit logging	<b>From RM 400</b>
M365 Admin Retainer	Monthly: user management, licence admin, helpdesk, policy updates	<b>From RM 200/mth</b>

\* All prices exclude Microsoft 365 licence costs. Licence costs billed at Microsoft rates. Contact us for a tailored quote.

## Frequently Asked Questions

### Will we lose emails during migration?

No. We run a pre-migration audit, a full sync and a delta sync before cutover. All mailboxes are verified after migration. In over 200 migrations we have had zero data loss.

### How long does migration take?

For up to 10 mailboxes: typically 1 business day. 11–30 mailboxes: 1–2 days. 30+ mailboxes: 2–3 days. We work outside business hours to minimise disruption.

### Can we keep our existing email address?

Yes. We migrate your existing domain and all email addresses. Nothing changes for your contacts — they still send to the same address.

### What happens to our old emails?

All historical emails are migrated to the new Microsoft 365 mailboxes. Your inbox, sent items, folders and contacts are all moved across.

### Do you train staff on how to use Microsoft 365?

Yes. We walk your team through Outlook, Teams, OneDrive and SharePoint. We also provide a simple admin guide for the designated person managing your 365 account.

### What if something goes wrong after migration?

We maintain support for all clients post-migration. Issues are handled via our standard remote and onsite support channels. Retainer clients receive priority response.

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**Ready to migrate to Microsoft 365?**

Certified Microsoft Partner. 200+ migrations. Zero data loss.

**+6013-256 2218**

[support@cybergate.com.my](mailto:support@cybergate.com.my)

[cybergate.com.my/microsoft-365-cloud](https://cybergate.com.my/microsoft-365-cloud)