

Welcome to FastTrack



“

I was pleasantly surprised when I learned that Microsoft FastTrack is not a special offer of short-term support—that it's with us for the life of the subscription. I find the service invaluable.

”

Simon Denton

Business Architect

Mott MacDonald

ROADMAP TO SUCCESS

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WELCOME TO FASTTRACK

Your advisor to help deploy Microsoft 365.

Microsoft FastTrack is the customer success service for the Microsoft cloud, with over 60,000 customers enabled to date. On average, customers have seen a reduction in onboarding time of one month when working with FastTrack. FastTrack can help you:

- Onboard to Microsoft 365 services and migrate your data.
- Enable identity, device management, and modern security.
- Upgrade to Windows 10 and Office 365 ProPlus.
- Ensure application compatibility.
- Deploy chat-based collaboration.
- Gain user adoption and realize business value.

We work closely with both your internal teams and any Microsoft partners who may be assisting you. FastTrack ensures that you have a full suite of best practices, tools, remote assistance, and resources at your disposal during your digital transformation.

FastTrack is an ongoing and repeatable benefit delivered by Microsoft engineers or approved partners and is included in your eligible subscription at no additional cost.

Your journey with FastTrack includes Microsoft 365 deployment and adoption assistance as an ongoing benefit available for the life of your subscription.

THE FASTTRACK JOURNEY

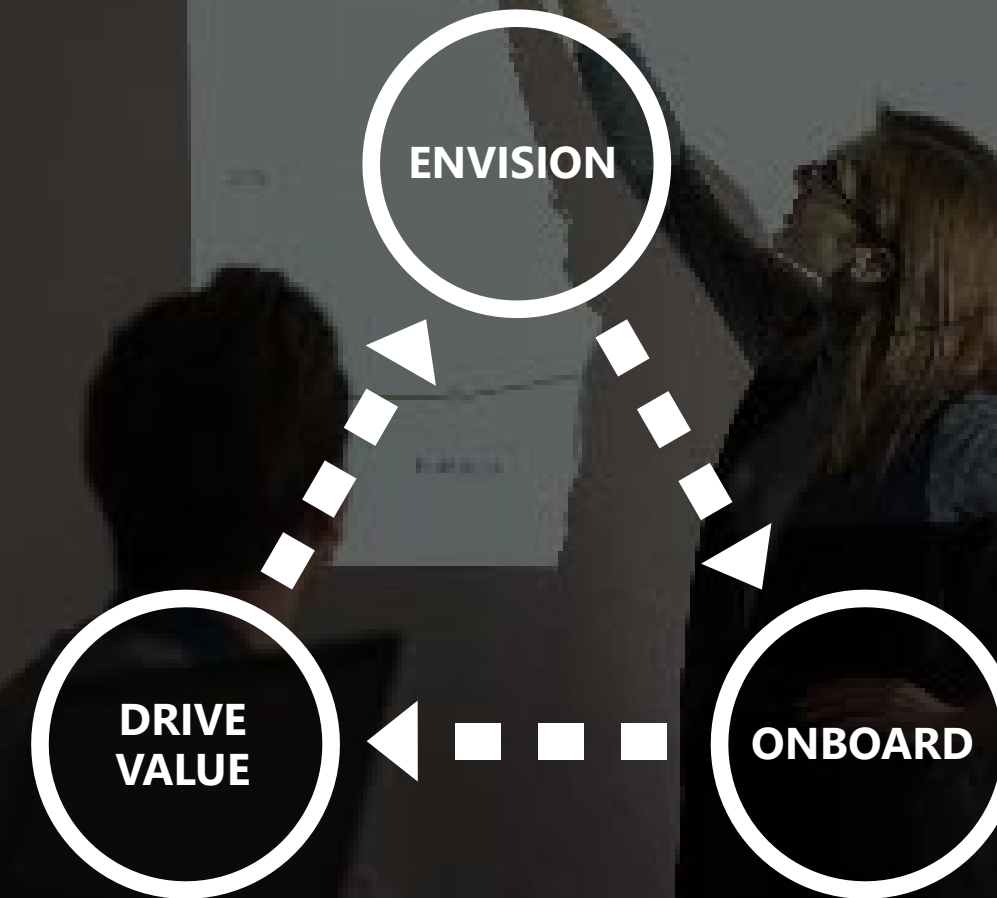
FastTrack helps you deploy Microsoft cloud solutions at your own pace. We also provide guidance and best practices along the way. Your journey with FastTrack includes assistance with envisioning, onboarding, and driving value.

In the Envision stage, you'll plan a successful rollout by first defining your vision. We will work with you or your partner to create your FastTrack Success Plan where you'll identify and prioritize your deployment and adoption scenarios. This plan ensures Microsoft is aware of your business goals, local environment considerations, and migration timelines.

During the Onboard stage, you'll work remotely with a FastTrack specialist to prepare your environment. FastTrack specialists who deliver FastTrack services may include Microsoft employees, Microsoft-approved vendors, and Microsoft-approved partners.

Finally, in the Drive Value stage, you'll utilize a set of tools, guides, and best practices to create an adoption plan to help drive usage among your users and set and execute goals. With this guidance, you help your users understand the benefits of their new capabilities and can realize the most value for your organization and investment from Microsoft 365.

Whether you're planning your initial rollout, onboarding additional users, migrating existing data, or driving user adoption, Microsoft FastTrack offers tools and resources and works with you or your partner at every step of your FastTrack journey. You can use FastTrack for one or all stages of your implementation.



“To me, the real win was in how well the FastTrack team members engaged with us. We challenged them to go faster—they did. They delivered what they promised. It was seamless as IT projects go, and it was a great experience.”

Leslie Rowland

Chief Architect
Textron

WORKING WITH FASTTRACK

Customers with an active subscription ID can log in to the FastTrack portal to access planning resources and training assets. Once you have an eligible subscription, you'll have access to the full breadth of FastTrack benefits at any time. Additional resources are available based on the number of seats in your subscription:

FastTrack digital resources	All customers
Ongoing access to FastTrack engineers or approved partners	150+ seats
Data migration	500+ seats

Customers with 150+ seats have access to FastTrack specialists. For customers with 500+ seats, FastTrack will perform your data and email migration for you. For a complete list of eligible plans, please see **Eligible plans for FastTrack services** near the end of this guide.

When you're ready to engage with the FastTrack team, you or your partner can request assistance directly through www.microsoft.com/FastTrack by completing a Request for Assistance form. We will assign a FastTrack specialist who will work with you remotely to guide you through your Microsoft 365 deployment.



A photograph of three people in a meeting. A woman with curly red hair in a yellow sweater stands in the background, holding a small blue object. In the foreground, a man with glasses in a blue sweater and another man in a grey sweater are seated at a table, looking at a large sheet of paper. The background is a textured grey wall.

“

The FastTrack team was organized and responsive. They worked with us to create a comprehensive project roadmap... We were delighted by the level of service.”

”

Hiroyuki Asanoi

Manager, System Development and Operations
Yokogawa Rental and Lease Corporation

ENVISION

To initiate a successful rollout, begin by defining your vision.

This involves identifying and prioritizing relevant scenarios while learning about the tools and resources available as you create a Success Plan for your rollout. In many ways, this stage is the most critical part of your journey, as it reminds you of your organization’s business goals and how you will later measure success.

Not every organization has the same set of internal resources to assist with the local rollout of Microsoft 365. When internal resources are unavailable, many companies find it valuable to leverage a Microsoft partner.

FastTrack can work with your internal teams, Microsoft partner, or both. Microsoft has successfully helped thousands of companies move to Microsoft 365 and knows the most efficient migration happens when a customer, along with a Microsoft partner, works hand-in-hand with FastTrack.

This three-way partnership between you, your partner, and Microsoft ensures you have internal business sponsorship, coupled with on-site and local support from a partner, all backed up by the expertise of hundreds of FastTrack specialists who perform these types of transitions every day.

The Envision stage enables you to walk through each aspect of your planned rollout before a single user is affected. Whether you are interested in adopting one or many workloads from Microsoft 365, it's critical to identify your business goals, assess your local infrastructure requirements, calculate timing, and estimate your resource needs. This process allows you to look holistically at your overall goals as well as spend time on specific workloads you may want to tackle first.

Microsoft 365 offers a broad set of cloud-based services to empower your users to be more productive in a cloud-first, mobile-first world. When your deployment is complete, your employees will have Microsoft services available on all their devices, with the ability to access their data from anywhere. The payoff for employee productivity can be dramatic and show immediate benefits to your business.

The Envision stage also allows you to prioritize resources for both you or your partner, identify which business stakeholders need to be involved, and plan out best practices to ensure your employees are educated on the breadth of new services now available to them based on your personalized Success Plan.



GETTING STARTED

To begin, FastTrack schedules an “initiate call” where you’ll connect with your internal adoption team or Microsoft partner and learn the capabilities of the services you purchased.

You’ll also cover the methodologies for driving usage of the service and relevant scenarios you can use to realize business value from these products. Microsoft assists you in optimizing your Success Plan as well as providing feedback.

DO YOU NEED A PARTNER?

Microsoft can help you find one. Fill out a *Request for Assistance* form on the FastTrack portal to be connected with a certified Microsoft partner in your area.

“

We were impressed by the professionalism and effectiveness of the Microsoft team on the ground. Through Microsoft FastTrack, we experienced a seamless and smooth transition at the initial stages of the deployment.

”

Mike Phone Myint

Head of IT Department
Yoma Bank

ONBOARD

Once the Envision stage is complete, you have a blueprint for managing your rollout.

The Onboard stage helps you answer key questions around what role your internal team, Microsoft partner, and the FastTrack team will play in the transition. With the project plan in place, it's time to start the active process of preparing your business for the cloud.

During the Onboard stage, you or your partner will work remotely with the FastTrack team—via phone or one-to-one web experience—to ready your environment. With hundreds of specialists around the globe, the FastTrack team is committed to guiding IT professionals to a successful Microsoft 365 rollout.

Microsoft is invested in your business success. Our goal is to ensure you realize the full value of your Microsoft investment.

If you don't have the internal resources to manage this transition, we recommend contracting with a Microsoft partner to perform the project management responsibilities on your behalf. The Microsoft FastTrack team has experience working with both internal customer resources and partners to execute Success Plans. FastTrack specialists can provide guidance for the setup, configuration, and provisioning of your services, including assistance with Exchange Online, SharePoint Online, Office 365 ProPlus, Intune, AADP, Yammer, and Microsoft Teams.

To do this, Microsoft will need access and permissions to necessary infrastructure. If you are unable to provide this remote access, the FastTrack team will provide remote assistance while you or your partner complete this task. You or your partner will be responsible for overall project management and coordination with internal business owners.

Next, let's discuss how to move forward with managing your rollout—and how FastTrack can help with this process.



UNDERSTANDING YOUR ENVIRONMENT

Based on your subscription, FastTrack specialists can provide remote assistance to aid in creating your Success Plan. Using specialized tools, the FastTrack specialist can gather data and guide you through estimating bandwidth requirements and examining your Internet browsers, client operating systems, Domain Name System (DNS), network, infrastructure, and identity system to determine if any changes are required prior to proceeding with deployment.

Based on your current setup, Microsoft can help you build a remediation plan that brings your local environment up to the minimum requirements for successful onboarding of the service. We can guide you through an analysis and remediation process for each service you elect to deploy.

GETTING UP AND RUNNING

When all remediation activities are complete, it's time to configure the core infrastructure for service consumption, provision online services, and conduct the activities to drive usage. This includes you or your Microsoft partner working with your local information technology team to activate your tenant, add a domain, transition pilot users, and validate network connectivity, as well as other relevant activities specific to the service you are deploying.



MOVING YOUR DATA

FastTrack has helped customers migrate over 12 petabytes (PB) of data to date. Customer environments vary, so it's critical to complete an assessment first to understand where FastTrack or your Microsoft partner will play a role in the migration. If you have 500 or more licenses of eligible plans, we can help you migrate data from on-premises servers and other cloud-based services.

Depending on your environment, Microsoft may be able to migrate your email, file storage, and SharePoint sites. For instance, FastTrack offers data migration services for moving email from local Exchange servers, IBM Domino environments, G Suite, Novell GroupWise, and IMAP4-capable email servers. FastTrack also can assist you in moving your documents from Box, Dropbox, and SharePoint.

These migration services are limited to specific technical requirements; for more complex migrations, FastTrack can work with your partner to co-own the migration process, allowing you to leverage the speed and cost efficiency of FastTrack services for bulk migration while utilizing the expertise of a Microsoft partner to complete unique migration activities needed for your local environment. Learn more about [migrating your files](#).



DRIVE VALUE

Realize business value from your Microsoft 365 investment.

Our goal with FastTrack is to help you realize the value of your Microsoft investment, onboard your employees, and provide guidance to manage the services you've adopted.

Microsoft provides you with a range of guides and templates you can use to drive successful adoption of Microsoft 365. We'll share the resources to help your administrators stay informed and effectively manage the new environment.

In working with your internal stakeholders, you and your Microsoft partner can leverage known best practices to drive usage of your new services throughout your organization.

FastTrack has a set of tools and guides specifically geared toward different roles within an organization, including individuals in HR, R&D, finance, legal, IT, and sales. Access to a breadth of resources including user training guides, templates, flyers and best practices can be found at www.microsoft.com/FastTrack and on our blog found at FastTrack Tech Community.

Leveraging these tools at each stage of the rollout ensures that your employees are ready for the change to their work environment, can take full advantage of the technology available to them, and will maximize productivity by accessing their information from anywhere, at any time. For example, as you accelerate your security deployments, Microsoft security management consoles offer intelligence sharing, which helps your organization maintain a consistent and robust security position.



A woman with short dark hair, wearing a grey cardigan over a dark top, is looking down at a tablet computer. She is standing in front of a server rack filled with many white cables. The background is slightly blurred, showing more of the server room environment. The overall tone is professional and tech-oriented.

“

Microsoft understands the dynamics of the current generation of users and IT administrators, and it recognizes that most IT departments are resource strapped. By packaging everything up for us, Microsoft has really become that full-service company.

”

Luc Trudel

Vice President of IT Infrastructure and Operations
Polycom

Explore how FastTrack can help you add value to your organization.

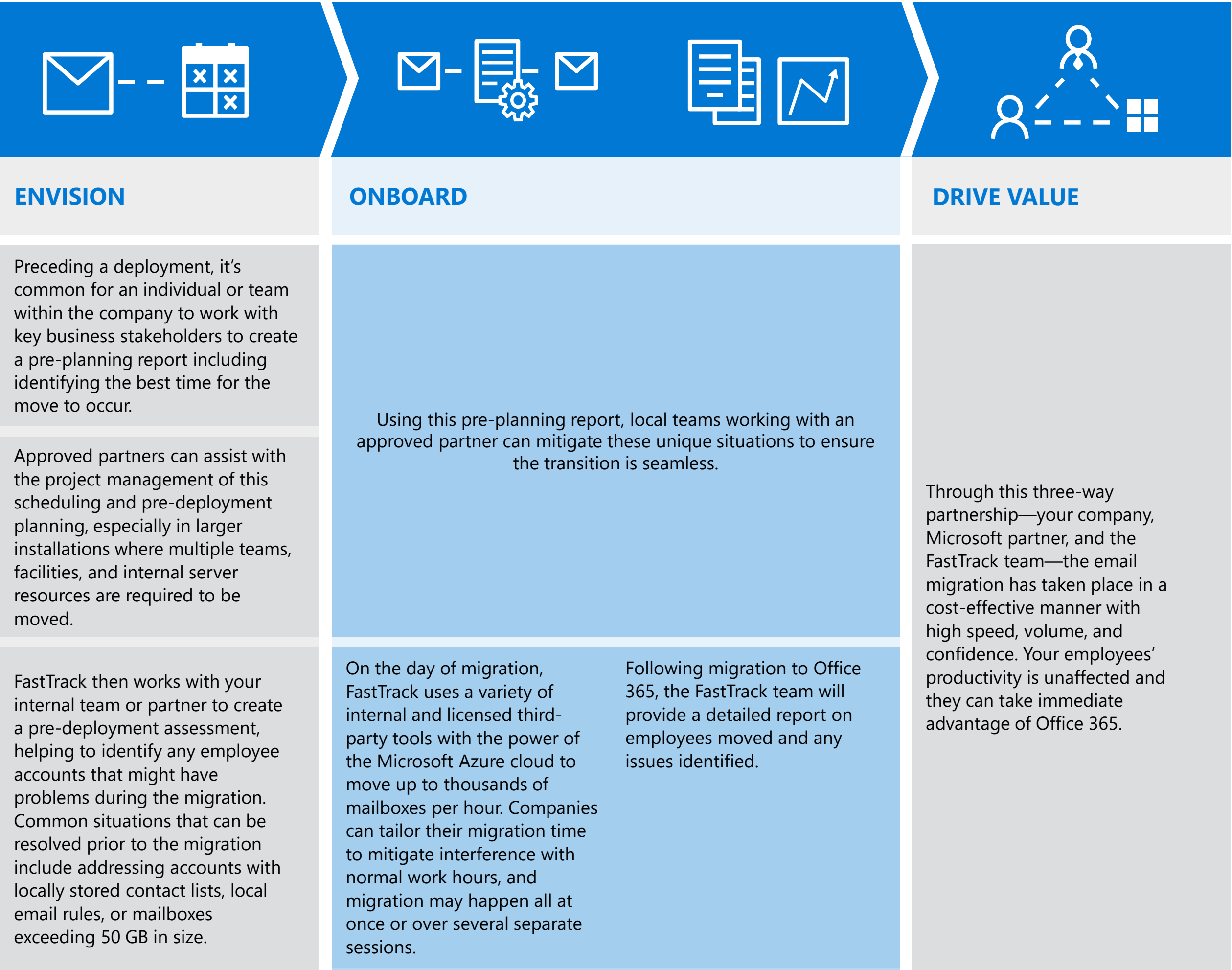


MOVING YOUR EMAIL TO THE CLOUD

With Microsoft Exchange Online, your employees have 50 gigabytes (GB) or more of storage for all their messages and the ability to send an email up to 25 megabytes (MB). Exchange Online also enables your users to check their calendars and send and receive messages from any device, helping them stay focused on what’s important. Most importantly, their data is secured, with anti-spam and anti-malware protection built in.

FastTrack guides you or your partner through the process to get your organization ready to use Exchange Online. Prior to initiating your deployments, FastTrack will discuss with you the best-practice, fundamental, baseline security your organization should have in place. While the exact process varies based on your source environment, your data migration steps may include assisting you in configuring firewall ports; setting up a DNS with the required Autodiscover, Sender Policy Framework (SPF), and mail exchange (MX) records; setting up email flow between your source messaging environment and Exchange Online; and providing guidance for mail migration from your source messaging environment to Office 365.

A typical email migration involves several steps before, during, and after deployment. It also includes coordination across FastTrack, your Microsoft partner, and your internal teams.





WINDOWS 10 AND OFFICE 365 PROPLUS DEPLOYMENT GUIDANCE

Upgrading and updating complex technology environments is no small task. To support you through every step of your Windows 10 deployment, we've created FastTrack for Windows 10 deployment guidance. Microsoft FastTrack provides Windows 10 deployment guidance to upgrade from Windows 7 or 8.1 and Office 2010 or 2013 to Windows 10 and Office 365 ProPlus. With FastTrack, we help you to envision a technical plan, determine how to onboard and deploy new services and/or users, and work with you as you deploy to get the most value out of your technology investments. This assistance is available at no additional cost for those with 150 or more licenses of an eligible service or plan. The FastTrack for Windows 10 benefit supports customers with existing System Center Configuration Manager environments and provides guidance to keep up to date with Windows 10 and Office 365 ProPlus.

Learn more about [FastTrack for Windows 10](#) or sign in to microsoft.com/FastTrack to request assistance.

APPLICATION COMPATIBILITY

Microsoft FastTrack also offers the Desktop App Assure service to ease your move to Windows 10 and Office 365 ProPlus by reducing and removing app compatibility concerns.

Windows 10 is the most compatible operating system ever. We've found that 99 percent of applications that work on Windows 7—including those developed by customers, ISVs, and Microsoft—will continue to work on Windows 10 and Office 365 ProPlus. However, if you find application compatibility issues as you deploy Windows 10 and Office 365 ProPlus, or with a subsequent feature update, Desktop App Assure will help you fix them at no additional cost with your eligible subscription (150+ seats).

In short, Desktop App Assure operationalizes our Windows 10 and Office 365 ProPlus compatibility promise: we've got your back on app compat. We will help you remediate custom developed line-of-business applications, engage third-party software vendors to help remediate their Windows 10 applications, and help keep you up to date. Desktop App Assure will also help you address issues with Office 365 ProPlus macros and add-ins.

Desktop App Assure is available globally in 10 supported languages. Partners can also request Desktop App Assure assistance on behalf of their customers.

Learn more about [Desktop App Assure](#).

“

Ninety-six percent of all respondents now use at least one private or public cloud; of those respondents, more than three-quarters agreed that security is a challenge.

”

2018 State of Cloud Report

MOVING YOUR FILES TO THE CLOUD

OneDrive for Business makes life easier for your users by giving them access to their data and information when they need it, whether online or offline. Users can quickly and easily find, share, and work on their content from practically any device and collaborate seamlessly with others in real time.

For eligible Office 365 customers with 500+ seats, FastTrack can help move your files to OneDrive for Business. As with all deployments, FastTrack will discuss with you the best-practice, fundamental, baseline security your organization should have in place prior to initiating your productivity deployment. Following, the data migration service will move your data from file shares, Google Drive, Box, or Dropbox. FastTrack provides guidance to enable both OneDrive for Business and the source environment for migration, with steps varying depending on the source. We provide a combination of tools, documentation, and guidance to help with some migration activities while performing configuration tasks where applicable and feasible. In certain situations, your local environment may require on-site activity or more complex configurations than provided by FastTrack. We help determine these situations during the Envision stage, allowing you to identify local resources or an approved Microsoft partner to assist with those aspects of the migration.

Microsoft may need the appropriate security access and permissions to perform some activities. If you don't wish to provide this access, you or your partner will need to perform certain defined tasks with guidance from Microsoft.

COLLABORATION IN THE CLOUD

Collaboration in the cloud allows you to access, share, and manage your files. SharePoint Online provides a one-stop shop for document and content management, allowing you to create, review, approve and publish content as well as address auditing and compliance requirements. SharePoint can help users find information faster with multiple ways of searching for the content they need. Since you're in the cloud, you always have access to these files.

SharePoint is also secured, enabling you to elect unique permissions for parties external to the organization. This brings more value to your customers and gives you the ability to engage them at a higher level.

FastTrack helps you provision SharePoint Online through a combination of tools, documentation, and guidance. If you have 500+ seats of an eligible subscription, we can assist in migration of local file shares and SharePoint sites to the cloud in certain situations, including setting up a DNS, configuring firewall ports, and provisioning users and licenses.

We also perform configuration tasks where applicable and feasible. For setting up SharePoint hybrid and migrating customized SharePoint sites, we recommend contacting a Microsoft partner to assist with installation.

COMMUNICATION IN THE CLOUD

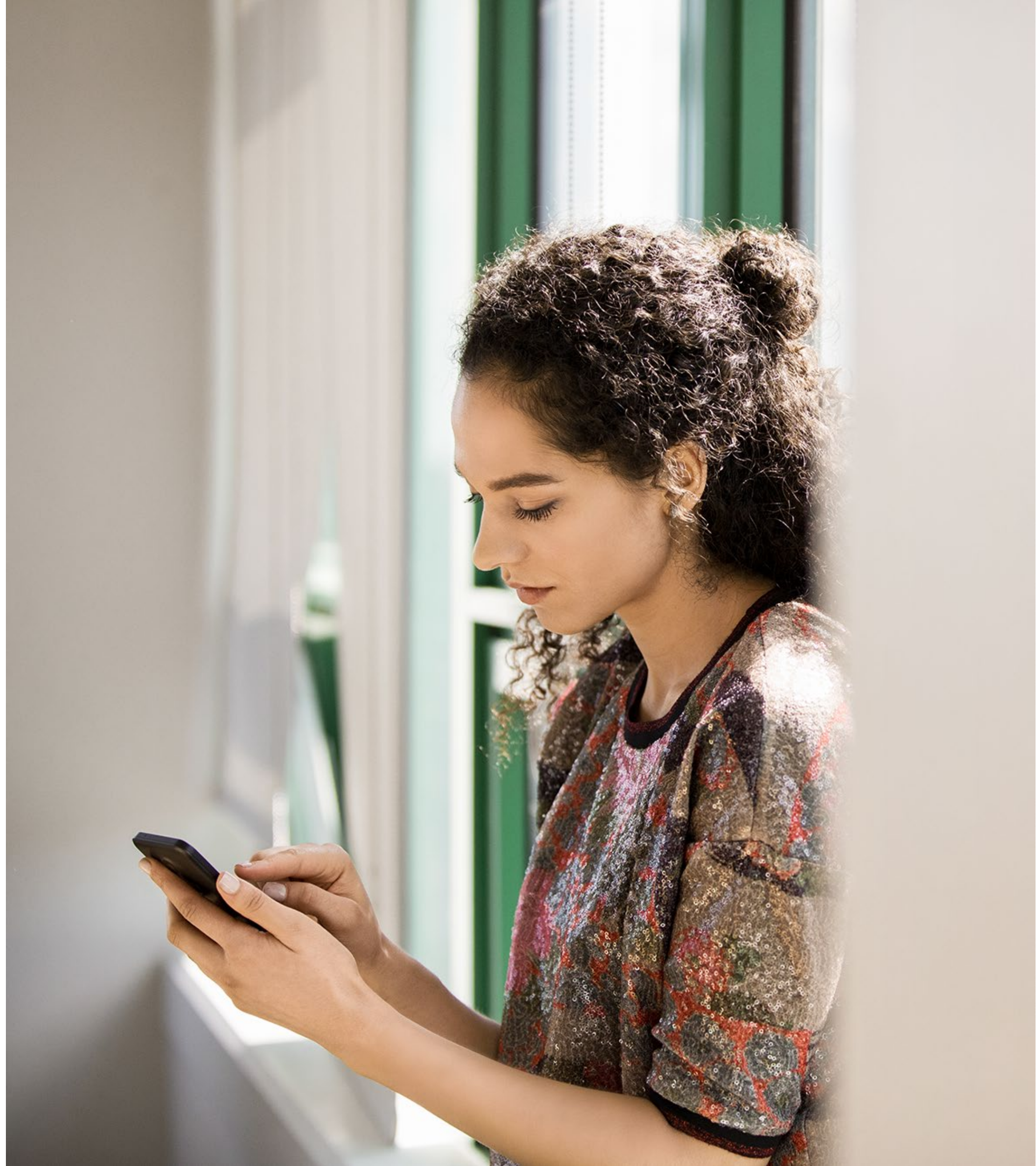
Microsoft Teams is a hub for teamwork, a chat-based workspace that enables teams to be more productive by giving them a single and secure location that brings together everything a team needs: chats, meetings, calls, files, and tools. Microsoft Teams is one place for all the needs your teams have.

FastTrack helps you get Teams up and running in your organization. Typical activities include confirming the requirements and guidance for enabling Microsoft Teams on the tenant, enabling Microsoft Teams licenses for users, network configuration, and Microsoft Teams client distribution. We also provide FastTrack resources for Microsoft Teams, including the Teams Customer Success Kit and Productivity Library cards.

FASTTRACK FOR ENTERPRISE MOBILITY + SECURITY

It is paramount you deploy and drive adoption for fundamental security for identity, devices, and email, and Microsoft and third-party apps. With Enterprise Mobility + Security (EMS), you can manage data inside Office Mobile apps as well as your line-of-business and third-party apps.

Mobility tools are often point solutions that address specific security needs. Yet even multiple point solutions can still be disconnected from one another, leaving gaps in security. FastTrack for Microsoft 365 enables an integrated mobility solution and provides a comprehensive set of tools that use identity as a control plane. FastTrack also provides the visibility and insights required to quickly pinpoint and resolve issues or threats, and simplify mobile device and application management.



DEPLOYING OFFICE 365 PROPLUS TO YOUR LOCAL DESKTOPS AND MOBILE DEVICES

Office 365 ProPlus is a subscription-based service that allows you to download the Microsoft Office suite on up to five different devices. With Office 365 ProPlus, you can be productive and collaborative wherever you are. Your organization can also benefit from having 1 terabyte (TB) of personal cloud storage, as well as access to other services such as Office Online, Stream, and business intelligence in Excel and Power BI.

FastTrack can assist with the local deployment of the Office 365 ProPlus client to your employees' desktops as well as their mobile devices. FastTrack can help assess and prepare your environment for initial deployment and manage updates that are aligned with Microsoft's best practices. In addition, FastTrack provides guidance and assistance on configuring update settings using the Office Deployment Tool and enabling Office Telemetry. During deployment, FastTrack can work with you or your partner to assign user licenses using the Microsoft 365 Admin Center and Windows PowerShell, install Office 365 ProPlus from the Office 365 portal using Click-to-Run, and help you configure update settings using the Office Deployment Tool. When necessary, FastTrack will assist you setting up a single on-site distribution server for Office 365 ProPlus, including the creation of a configuration file for use with the Office Deployment Tool. FastTrack can also offer deployment and configuration guidance for Outlook for iOS and Android.



FASTTRACK FOR DYNAMICS 365 and AZURE

FASTTRACK FOR DYNAMICS 365

When participating in the FastTrack program, you will receive guidance on best practices and how to plan for successful rollouts. You'll also learn how to expand capabilities and enable new users—all at their own pace. FastTrack delivers remote implementation, onboarding, adoption, and migration guidance, as well as technical talks, workshops, and a product roadmap.

Customers can work either alone or with partners to perform hands-on work, including project management, on-site readiness training, and remediation. Customers will have access to Microsoft engineering resources committed to making their experience with Dynamics 365 a success.

FASTTRACK FOR AZURE

FastTrack for Azure services are designed to help you align your business and IT needs with the capabilities of Azure. Microsoft and approved partners will provide guidance, resources and tools to help you get the most out of Azure. These services focus on a programmatic approach to building on Azure, starting with core platform services. Subscription management, governance, connectivity, and Active Directory integration may extend based on the solution you plan to deploy.

[LEARN MORE AT MICROSOFT.COM/FASTTRACK](https://microsoft.com/fasttrack)

Eligible plans for FastTrack services

MICROSOFT 365 ENTERPRISE

Microsoft 365 E3*
Microsoft 365 E5*
Microsoft 365 E5 Security*
Microsoft 365 Business*

MICROSOFT 365 EDUCATION

Microsoft 365 A3*
Microsoft 365 A5*

MICROSOFT OFFICE 365 ENTERPRISE

Office 365 Enterprise E1
Office 365 Enterprise E3
Office 365 Enterprise E4
Office 365 Enterprise E5
Office 365 Enterprise F1
Office 365 US Government G1**
Office 365 US Government G3**
Office 365 US Government G4**
Office 365 US Government G5**
Office 365 US Government F1**
Office 365 ProPlus

MICROSOFT OFFICE 365 BUSINESS

Office 365 Business
Office 365 Business Essentials
Office 365 Business Premium

MICROSOFT OFFICE 365 BUSINESS

Office 365 A3
Office 365 A5

MICROSOFT EXCHANGE ONLINE

Exchange Online Plan 1
Exchange Online Plan 2
Exchange Online Kiosk
Exchange Online Protection
Exchange Online Advanced Threat Protection

ENTERPRISE MOBILITY + SECURITY****

Enterprise Mobility + Security E3
Enterprise Mobility + Security E5
Microsoft Azure Active Directory Premium
Azure Information Protection
Microsoft Intune
Microsoft Intune and Configuration Manager
Microsoft Intune for Education
Azure Advanced Threat Protection
Microsoft Cloud App Security

MICROSOFT PROJECT ONLINE

Project Online Essentials
Project Online Professional
Project Online Premium

MICROSOFT SHAREPOINT ONLINE

SharePoint Online Plan 1
SharePoint Online Plan 2

MICROSOFT ONEDRIVE FOR BUSINESS

OneDrive for Business with Office
OneDrive for Business Plan 1
OneDrive for Business Plan 2

MICROSOFT SKYPE FOR BUSINESS ONLINE

Phone System***
Calling Plan***
Audio Conferencing***
Skype for Business Online Plan 1
Skype for Business Online Plan 2

WINDOWS ENTERPRISE

Windows 10 E3
Windows 10 E5
Windows 10 Enterprise with Software Assurance

WINDOWS EDUCATION

Windows 10 A3
Windows 10 A5

OTHER PLANS

Microsoft Teams
Microsoft StaffHub
Microsoft Yammer Enterprise
Power BI

INELIGIBLE PLANS

Exchange Online Archiving
No-cost plans (like Office 365 A1 or the student use benefit plan)
Microsoft Office 365 Dedicated and ITAR/Federal Plans
Office 365 operated by 21Vianet

*Available only for FastTrack-eligible cloud services and features described in [this benefit description](#).

**For more information on the FastTrack Benefit for the US Government, see [Office 365 US Government](#).

***Can be used for both Skype for Business Online and Microsoft Teams licensed users. Requires qualifying purchase of Skype for Business or Microsoft Teams.

****For details, see [this benefit description](#) and the [FastTrack Center Benefit for Enterprise Mobility + Security](#).



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