

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.

FastTrack has supported over 70,000 customers to enable their Microsoft cloud solutions. FastTrack can help you:

- Onboard to Microsoft 365 services and migrate your data
- Configure identity and security capabilities
- Deploy Windows 10, Microsoft 365 Apps, and Microsoft Edge
- Ensure application compatibility
- Enable chat-based collaboration and productivity apps
- Gain user adoption and realize business value

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 FastTrack specialist will 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.

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

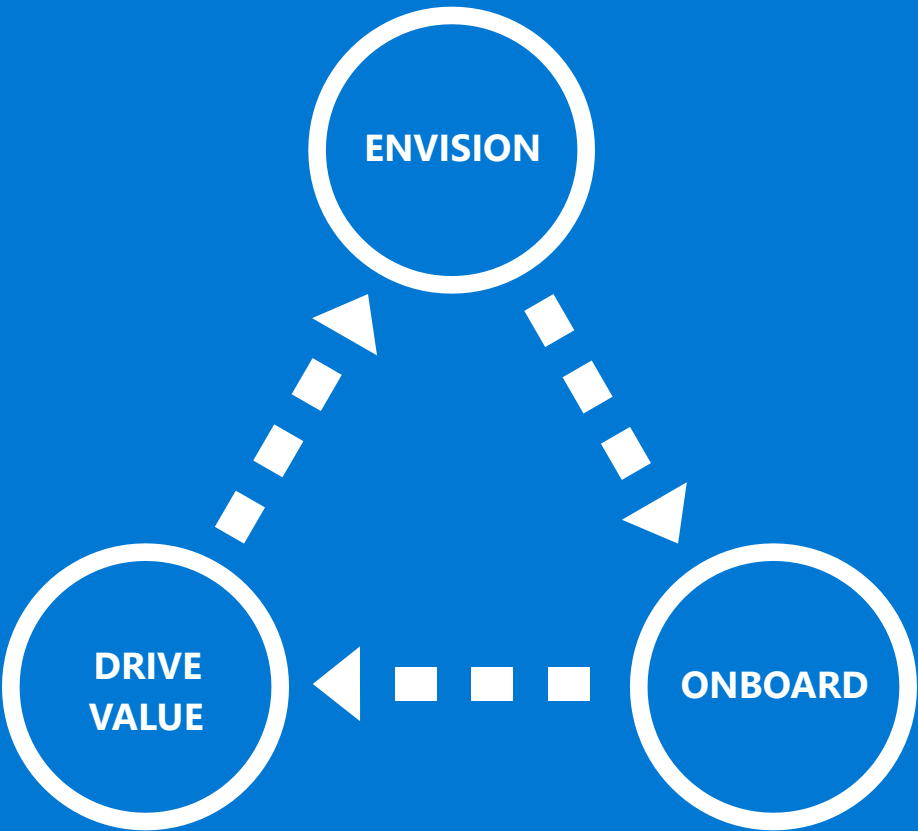
FastTrack helps you deploy Microsoft cloud solutions at your own pace. We also provide guidance and best practices along the way. Your journey with FastTrack includes assistance with envisioning, onboarding, and driving value.

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 provide guidance 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 meet goals. This guidance will enable you to help your users understand the benefits of their new capabilities and realize the most value from your organization's investment in 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 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 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.



“

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 your FastTrack specialist 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. 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. Increase in employee productivity can be dramatic and bring 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 relevant scenarios you can use to realize business value from these products.

DO YOU NEED A PARTNER?

Microsoft can help you find one. Fill out a *Request for Assistance* form on the FastTrack website to be connected with an approved partner to deliver the FastTrack benefit 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, Microsoft Teams, Office 365 Advanced Threat Protection, Windows 10, Microsoft 365 Apps, Microsoft Edge, OneDrive for Business, Outlook for iOS and Android, Power BI, Project Online, SharePoint Online, Skype for Business Online, and Yammer Enterprise.

FastTrack also offers guidance for Enterprise Mobility + Security services, including Microsoft Intune, Azure Active Directory Premium, and Azure Information Protection.

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 22.1 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 file shares and Box.

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 microsoft.com/FastTrack/resources and our [FastTrack Tech Community blog](#).

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.



“

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.

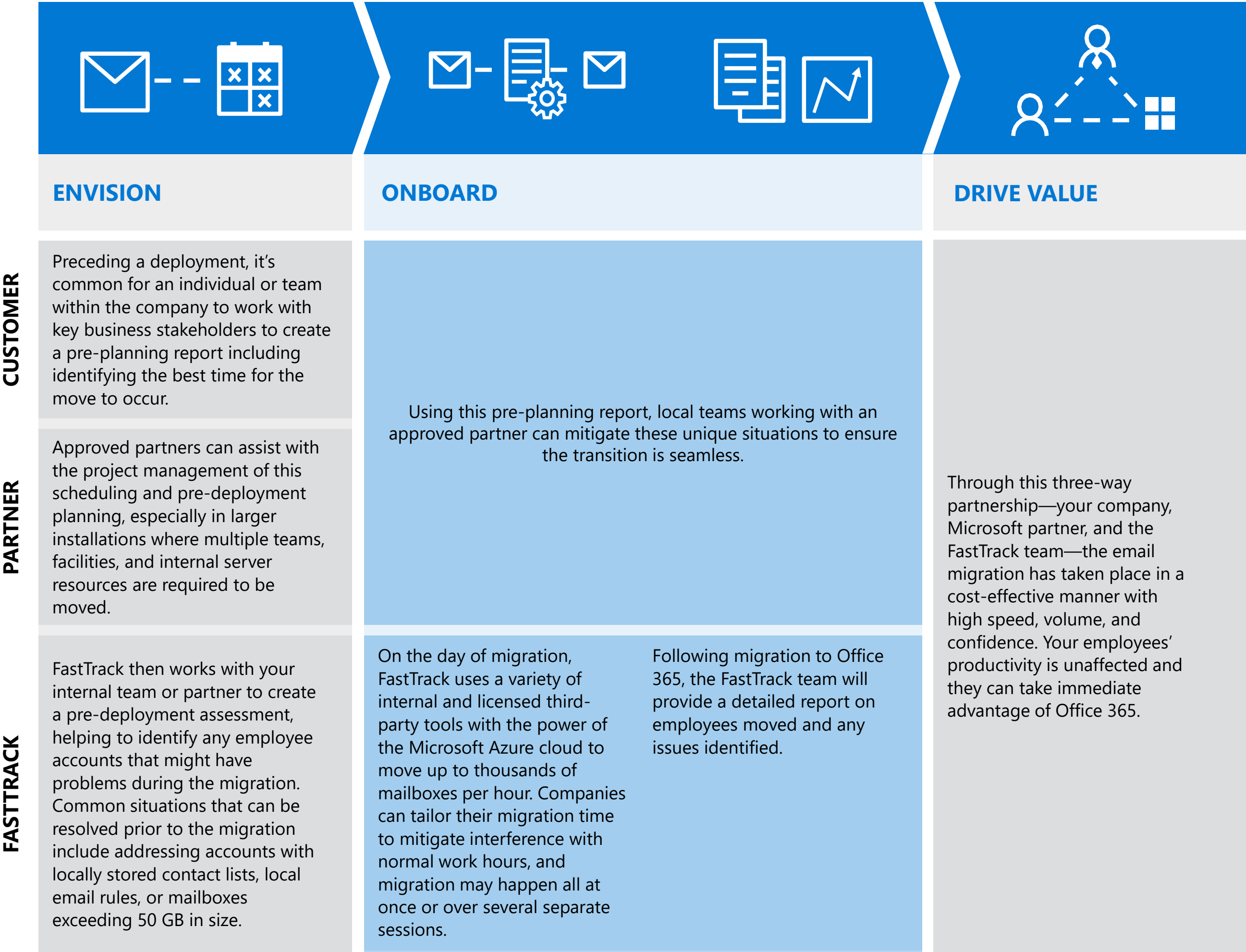


MOVING YOUR EMAIL TO THE CLOUD

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 150 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.



“

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.

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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 Microsoft 365. 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. The data migration service will then move your data from file shares, Google Drive, or Box. 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.



WINDOWS 10 AND MICROSOFT 365 APPS DEPLOYMENT GUIDANCE

Move from Windows 7 and Office 2010 to Windows 10 Enterprise and Microsoft 365 Apps with deployment guidance from FastTrack. Upgrading and updating complex technology environments is no small task. To support you through every step of deployment, FastTrack specialists provide guidance as you deploy and stay up to date with Windows 10, Microsoft Edge, and Microsoft 365 Apps.

We help you 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. Assistance is available at no additional cost for those with 150 or more licenses of an eligible service or plan. The FastTrack benefit for Windows 10 supports customers with existing Microsoft Endpoint Configuration Manager environments. Learn more about FastTrack benefits for [Windows 10](#), the new [Microsoft Edge](#), and [Microsoft 365 Apps](#), or sign in to microsoft.com/FastTrack to request assistance.

APPLICATION COMPATIBILITY

The FastTrack Center Benefit for Windows 10 provides access to App Assure—a service designed to address issues with Windows 10 and Microsoft 365 Apps app compatibility. When you request the App Assure service, a Microsoft engineer works with you to address valid app issues at no additional cost to you with an eligible subscription. We also provide guidance to customers who face compatibility issues when deploying Windows Virtual Desktop and the new Microsoft Edge.

App Assure provides remote assistance to customers migrating to the modern desktop, performing updates, and who are experiencing valid compatibility issues with:

- Customer-developed line-of-business (LOB) applications (including desktop and web apps)
- Commercial applications developed by third-party independent software vendors (ISVs)
- Microsoft first-party products such as Windows 10, Microsoft Office (including macros and add-ins), Microsoft Edge and Internet Explorer, and Windows Virtual Desktop
- Virtualized apps running on Windows Server RDSH being deployed on Windows 10 Enterprise multi-session

App Assure is available globally in 10 supported languages. Partners can also request App Assure assistance on behalf of their customers. Learn more about [App Assure](#) or request FastTrack assistance at aka.ms/AppAssureRequest.

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.





FASTTRACK FOR DYNAMICS 365

FastTrack for Dynamics 365 is our customer success service designed to help you implement Dynamics 365 and go live with success. It is an onboarding program run by the product engineering team that provides best practices covering solution blueprint, architecture and design, data migration, integration, and performance validation strategy.

The FastTrack team will stay engaged to help ensure successful onboarding to the cloud and provide further guidance during stabilization. Additionally, ongoing Microsoft Tech Talks and workshops will help you learn and adopt new features, and grow your implementation footprint at your own pace.

FASTTRACK FOR AZURE

FastTrack for Azure is a customer success program that helps with rapid and effective design and deployment of cloud solutions. It includes tailored guidance from Azure engineers that leverages proven practices and architectural guides.

Program benefits Include:

- Direct assistance from Azure engineers and PMs
- Learn how to develop successful Azure deployments
- Accelerate the deployment of Azure solutions

Engagements generally include:

- Discovery: Help defining your business vision and goals while assessing your architectural needs
- Solution enablement: Proven practices, design principles, and tools for your business applications
- Deployment: Collaboration with your in-house resources and partners to successfully deploy your Azure solutions to production

[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 F1*
Microsoft 365 Business*

MICROSOFT 365 EDUCATION

Microsoft 365 A3*
Microsoft 365 A5*
Microsoft 365 A5 Security*

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**
Microsoft 365 Apps

OFFICE 365 BUSINESS

Office 365 Business
Office 365 Business Essentials
Office 365 Business Premium

OFFICE 365 EDUCATION

Office 365 A3
Office 365 A5

EXCHANGE ONLINE

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

PROJECT ONLINE

Project Online Essentials
Project Online Professional
Project Online Premium

SHAREPOINT ONLINE

SharePoint Online Plan 1
SharePoint Online Plan 2

ONEDRIVE FOR BUSINESS

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

SKYPE FOR BUSINESS ONLINE

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

YAMMER

Yammer Enterprise

ENTERPRISE MOBILITY + SECURITY

Enterprise Mobility + Security (EMS) E3****
Enterprise Mobility + Security (EMS) E5****

AZURE ACTIVE DIRECTORY PREMIUM

Azure Active Directory Premium Plan 1
Azure Active Directory Premium Plan 2

AZURE INFORMATION PROTECTION

Azure Information Protection Plan 2*****

MICROSOFT INTUNE

Microsoft Intune

MICROSOFT INTUNE AND CONFIGURATION MANAGER

Microsoft Intune and Configuration Manager

MICROSOFT INTUNE FOR EDUCATION

Microsoft Intune for Education

WINDOWS ENTERPRISE

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

WINDOWS EDUCATION

Windows 10 A3
Windows 10 A5

INELIGIBLE PLANS

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

*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](#).

*****Available for P2, as part of E5, or as a standalone plan. Available for cloud services that are eligible for FastTrack benefits. For Cloud Services P1, FastTrack shares the self-deployment guide.



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