



Getting Existing BPOS Customers Ready for Office 365

Contents

Top Questions about Microsoft Office 365 for Existing Customers	1
Availability and Scheduling of Transition to Office 365	2
Questions about New System Requirements	4
Additional Questions about Availability and Timing of Office 365	7
Billing, Pricing and Licensing.....	8

Top Questions about Microsoft Office 365 for Existing Customers

Q. What is Office 365?

Microsoft Office 365 delivers the power of cloud productivity to businesses of all sizes, helping to save time, money and free up valued resources. Office 365 combines the familiar Office desktop suite with online versions of Microsoft’s next generation communications and collaboration services: Exchange Online, SharePoint Online and Lync Online. With Office 365 we provide services that are easy to administer and simple to use – always backed up by robust security, reliability and control to run your business.

Q. When will Office 365 be available to customers?

Office 365 is available for purchase now. Please note that existing customers must be transitioned to Office 365 before it is available to them. Transition to Office 365 will be available to existing Microsoft Online Services customers between September 2011 and September 2012.



Q. What services and tools are included in Office 365?

Office 365 includes: Microsoft Exchange Online, Microsoft SharePoint Online, Microsoft Lync Online and the latest version of Microsoft Office Professional Plus desktop suite.

Q. Is Office 365 still BPOS or other Microsoft Online Services subscriptions?

Office 365 is the introduction of new online services and capabilities, new user experiences, and new online platform capabilities related to the introduction of new underlying "2010" server software into Microsoft Online Services datacenters as well as other major new service and platform investments. The name may be new and includes new offerings, but you are subscribed to the same service – just significantly enhanced. It will just give you a lot more features and functionality once you make the transition.

Q. When I make the transition to Office 365, what do I have to do and what will Microsoft do?

Microsoft is responsible for any changes that happen in its datacenters. Customers will not have to migrate any data. Customers will be responsible for making sure that their client software is compliant with the system requirements discussed below. Customers will also be responsible for end-user training and configuring any new features and capabilities that will be delivered by Office 365.

Availability and Scheduling of Transition to Office 365

Q. When can my company transition to Office 365?

Transition will begin September 2011. Please be aware that not all customers will be transitioned immediately; transitions will happen in phases between September 2011 and September 2012.



Customers who subscribe to the hosted Blackberry Enterprise Server service will not begin to transition until late 2011 or early 2012 depending on the availability of the hosted Blackberry Service from RIM.

Q. Can I decide not to transition to Office 365?

All customers will be transitioned to the new service between September 2011 and September 2012.

Q. Will I have enough time to transition by September 2012?

Preparing your company for the transition to Office 365 is not dependent upon when Microsoft is ready to move your service and all of your data from BPOS to Office 365. Microsoft recommends that existing BPOS customers begin upgrading computers to meet the new platform requirements as soon as possible. There is no reason to wait.

Q. When will I hear from Microsoft with a date for my transition?

Microsoft will schedule customers for transition throughout the 12 month transition window. Most customers will receive three scheduling communications:

- First, you will receive an email advising you to complete all transition preparation by a specific date, called your "Be Ready" date, because you will be transitioned in the weeks thereafter.
- Second, you will receive a communication on or after your "Be Ready" date providing a window in which your transition will occur.
- Third, you will receive an email either before or during your transition window providing you a specific transition date.



Q. How do I schedule my company's transition to Office 365?

Microsoft will schedule your transition date for you via email. If you have a Microsoft account team, please contact them regarding any specific scheduling considerations.

Questions about New System Requirements

Q. What are the system requirements of Office 365?

Office 365 will have new system requirements that customers and partners should note. Please reference the [Office 365 software requirements](#) for a detailed list.

Q. What has changed between the current BPOS system requirements and the new system requirements of Office 365?

The key changes in system requirements are:

- Office 2003 is not supported
- Office Communicator 2007 R2 with Office Communications Online will no longer be supported
- Internet Explorer 6 with the Microsoft Online Administration Center, My Company Portal or Outlook Web App will no longer be supported

Q. Why have system requirements changed?

Office 365 will be built on the latest server software and a re-architected identity infrastructure to support all the new features and capabilities that will be delivered. Some older versions of end-user software are simply unable to connect or interact with Office 365 in a way that would provide a good user experience.



Q. Have the password requirements changed with Office 365?

Yes. Ensure that your passwords meet the new Office 365 password requirements by downloading and reading the [Office 365 password policy](#).

Q. Office Communicator 2007 R2 is my standard currently. How do I continue to use Communicator with Office 365?

With Office 365 the new Lync 2010 client will be required.

Q. Can I upgrade my clients now?

Yes. Microsoft recommends that existing BPOS customers consider upgrading to the new platform clients requirements as soon as it is practicable to make the transition experience as smooth as possible. However, if you intend to use Lync, please wait until October 2011.

Q. Does BPOS service support Office 2010 now?

Yes. BPOS supports Office 2010 now.

Q. Why is Office 2003 not supported?

Outlook 2003 was designed and built for an environment where servers are maintained locally within an organization and not part of a cloud service. Outlook 2003 does not support features and functionality that depend on the re-architected identity infrastructure and newer server architecture available in Office 365. Given these changes, Outlook 2003 cannot provide an acceptable end-user experience when connected to Office 365. In contrast, Outlook 2007 and



Outlook 2010 have been designed to work with cloud services and support the cloud services' architecture.

Q. Why is Internet Explorer 6 (IE6) not supported?

Office 365 is built on the latest server software and a re-architected identity infrastructure to support all the new features and capabilities that will be delivered. IE6 is incapable of rendering some upcoming elements of the Office 365 platform.

Q. Will Office 365 support Office Web Apps?

Yes. Office Web Apps will be a capability of SharePoint Online. However, not all Office 365 offerings will include Office Web Apps.

Q. Will I be able to subscribe to Office?

Yes. A subscription pricing model for Office will be available called Microsoft Office Professional Plus desktop suite. However, you will not be able to subscribe to Office Professional Plus until after transition.

Q. Will Office 365 still require the Sign-In Application?

No. Office 365 will not require the Sign-In Application. End users must install a one-time Online Desktop Setup that will automate configuration of end-user computers for Office 365. The Sign-in Application will take some necessary steps to update your Outlook profile to connect to the new service. Please do not uninstall the Sign-In Application until 2 weeks after transition.



Q. Will Office 365 require ANY special software on end-user computers?

End users must install a one-time Online Desktop Setup that will automate configuration of end-user computers for Office 365.

Additional Questions about Availability and Timing of Office 365

Q. Will Microsoft give more guidance about getting to Office 365?

Yes. Microsoft has already begun communicating with customers and partners about transitioning to Office 365 and will continue to do so until all customers have transitioned. Stay tuned for email communications from Microsoft, as well as updates in the [Transition Center](#), and the [Microsoft Online Services Team Blog](#) for more information and guidance.

Q. How do I prepare my users for the transition?

Customers should take the following steps:

- For each subscription that a customer has, make sure that contact details for both the "Account Owner" and "Service Administrator" are up-to-date.
 - "Account Owner" and "Service Administrator" can be checked at the Microsoft Online Customer Portal (<https://mocp.microsoftonline.com>) by clicking the "Subscriptions" tab and "View Subscription Details" in the "Actions" column
 - Make sure that the email accounts specified for "Account Owner" and "Service Administrator" are **monitored regularly**.
 - Make sure that the domain "@email.microsoftonline.com" is marked as safe, to prevent the possibility of communications from Microsoft Online Services being blocked or filtered.
- Assess your current client environment and determine if you need to upgrade any client software.

- The free [Microsoft Assessment and Planning \(MAP\) Toolkit](#) can assist IT Professionals with complex environments in inventorying client software.
- Understand the two different identity scenarios that Office 365 will offer: federated identity using ADFS (single sign-on for end users) or a managed identity scenario (end users have separate credentials for BPOS)
- Consider upgrading clients to meet the new system requirements now
- Stay tuned for email communications from Microsoft, as well as updates in the [Transition Center](#), and the [Microsoft Online Services Team Blog](#) for more information and guidance.

Billing, Pricing and Licensing

Q. Will I have to pay more for Office 365?

No. Office 365 will not change anything related to your subscription pricing or renewal date, with three exceptions:

1. The SharePoint Online Deskless Worker offering will be phased out. Microsoft will contact all customers who are subscribed to the SharePoint Online Deskless Worker, offering them Office 365 Kiosk—which includes both SharePoint and Exchange—for the same price.
2. The Live Meeting Standalone service will be replaced with a Lync service including both conferencing and instant messaging.
3. The Extra Storage offerings will be offered for free to all customers.

Q. Is it possible to pay for Office 365 on a monthly basis?

Yes, you can select to pay either monthly or annually.



Q. Can I start an Office 365 trial account and after transition, assign my BPOS licenses to users on the new trial account?

Licenses that have not been assigned to a user can be assigned to users on the new trial account after transition. However, it is not possible to reassign an already assigned license. Customers with Enterprise Agreements should not deploy on a new Office 365 account unless 100% of BPOS licenses are unassigned.

Q. Can I buy services or seats on Office 365, even if I have not transitioned my existing service?

You will be unable to purchase services or seats with your existing domain and purchasing identity on Office 365 until you transition your existing service. You can create a new account in the customer portal and purchase services using a different domain name. But you will be unable to “merge” any subscriptions purchased on Office 365 before your transition with your existing subscriptions.