

HIGHLIGHTS

- Staged migration to Microsoft 365
- Multi-domain address book consolidation
- Phased coexistence between Exchange and M365
- Zero disruption to internal or external email flow

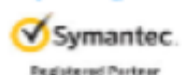
CHOOSING ULTIMATE MIGRATOR

Ultimate Migrator is committed to delivering software that works. We help you move messaging data between platforms quickly, reliably and securely. We are asked to migrate some of the World's most complex messaging environments by some of the largest global organisations including banks and governments.

With a highly technical and business-aware team, Ultimate Migrator is focused on simplifying this notoriously painful process and providing a straight forward solution.

Ultimate Migrator provides a cost effective service that has minimum impact on users and reduces the demands on internal IT staff and the support infrastructure.

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UK local authority

The Customer

A metropolitan borough council in the UK embarked on a large-scale IT transformation, migrating its users from on-premise Exchange to Microsoft 365. With thousands of staff spread across departments—and a history of mergers that left behind multiple email domains and directory structures—the council faced the complex task of delivering a seamless user experience throughout the transition.

Rather than a single, big-bang migration, the council opted for a phased approach, gradually moving users in batches to Microsoft 365 over several months.

The Requirement

To ensure continuity, the council needed a solution that would allow:

- All users—regardless of their platform—to appear in the same global address list (GAL)
- Seamless email flow between migrated and non-migrated users
- Outbound emails to present a single, unified domain identity to the public
- Coexistence between Exchange and Microsoft 365 throughout the migration

This meant syncing multiple directories in real time, handling mail routing intelligently, and rewriting addresses to reflect a single identity across all systems.

The Solution

The council selected Ultimate Migrator to manage the synchronisation of user information and email routing during the staged migration. The tool was deployed to provide real-time directory sync between Exchange and Microsoft 365, with added address rewriting and smart delivery logic.

How Ultimate Migrator enabled success:

- Directory consolidation – Unified multiple address books into a single GAL visible to all users
- Mail coexistence – Intelligent routing ensured smooth mail delivery between hybrid environments
- Unified identity – Email addresses were standardised across platforms to reflect the new M365 domain

- Phased enablement – Allowed IT to migrate users at a controlled pace without affecting service

Implementation and results

Throughout the migration, staff were able to find and email colleagues using a single address book, regardless of where their mailbox resided. External recipients experienced no change, with all communications appearing to come from the council's new domain.

Ultimate Migrator ensured that email continuity was preserved even as users were gradually moved to Microsoft 365. The council's IT team maintained full control of the process, avoiding the risk and pressure of a one-time cutover.

Conclusion

This project highlights how Ultimate Migrator supports staged migrations to Microsoft 365 while preserving seamless communication and unified identity. With no disruption to users and complete flexibility for IT, the council was able to modernise its email platform at its own pace—with confidence.

For more information, visit ultimatemigrator.com or contact sales@ultimatemigrator.com.