

NAPLES COMPUTERS HOW-TO • BUSINESS I.T.

What a Microsoft 365 Migration Looks Like (Zero Downtime)

Moving a business to Microsoft 365 sounds like it should mean email going down for a day. It doesn't have to. This guide walks through Naples Computers' seven-step process, the same one used for hundreds of migrations, for moving to Microsoft 365 with zero downtime: assessment, a new tenant, pre-copying mail while staff keep working, holding the MX record until everything is ready, the cutover, a final sync, and setting up Outlook and phones.

Why zero downtime is possible

The trick isn't speed. It's controlling exactly when your office switches over, down to the minute.

Mail copies over first

Everything is built and synced in Microsoft 365 before anyone switches.

Nothing switches until it's ready

Your office keeps using the old system the whole time it's being copied.

You control the moment

The cutover happens on a schedule you choose, not when it happens to finish.

Step by step

STEP 1 OF 7



We assess what you have now

Mailboxes, users, domains and devices, so nothing gets missed before anything is built.

WHAT TO DO

This is also where we confirm exactly what you're moving from: Exchange, hosted mail, GoDaddy, Google Workspace, or anything else.



Wi-Fi password



Microsoft account



Old PC nearby



An hour or two

A full inventory, **before** we build anything

STEP 2 OF 7

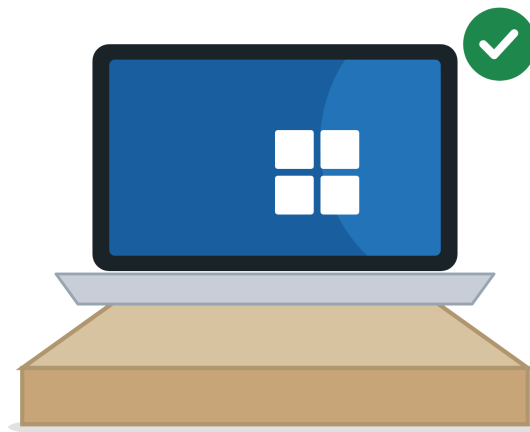


A new Microsoft 365 tenant, built and licensed

Your new environment is set up and ready, completely separate from your current email.

WHAT TO DO

Nothing changes for your staff yet. They keep using their current email, exactly as before.



Built and ready, **before** anyone switches

STEP 3 OF 7

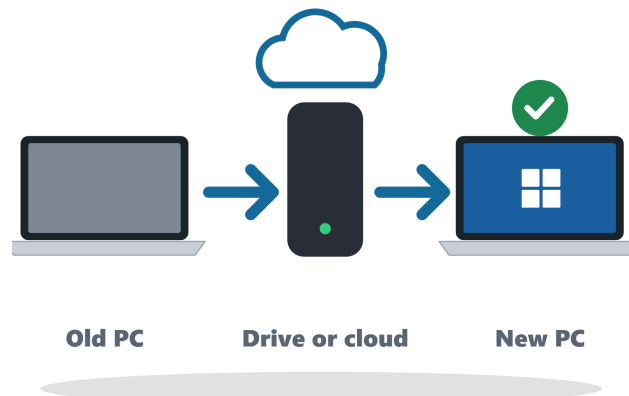


Mailboxes, calendars and contacts, copied over

Everything gets copied into the new tenant while your office keeps working on the old system.

WHAT TO DO

This can take time for a lot of mail. That's fine; there's no deadline yet.



Copied over, while everyone keeps working

STEP 4 OF 7

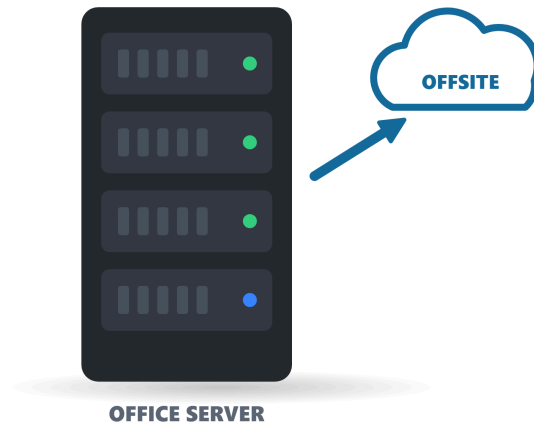


The MX record is held, not changed, yet

The MX record is what tells the internet where your email actually goes. We leave it exactly where it is.

WHAT TO DO

Until this record changes, nothing about where your mail goes is any different. This is how there's zero downtime.



Still pointed at the old system, on purpose

STEP 5 OF 7

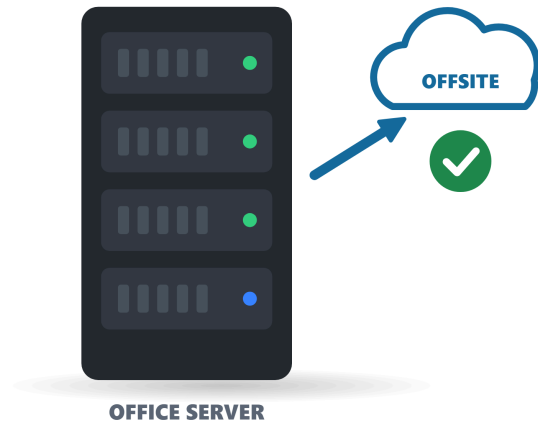


The cutover: the MX record is switched

Once everything is built, synced and double-checked, we switch the MX record, usually scheduled outside business hours.

WHAT TO DO

This is the one moment where the switch actually happens, and it's a moment we choose, not one that happens to us.



OFFICE SERVER

Now pointed at [Microsoft 365](#)

STEP 6 OF 7

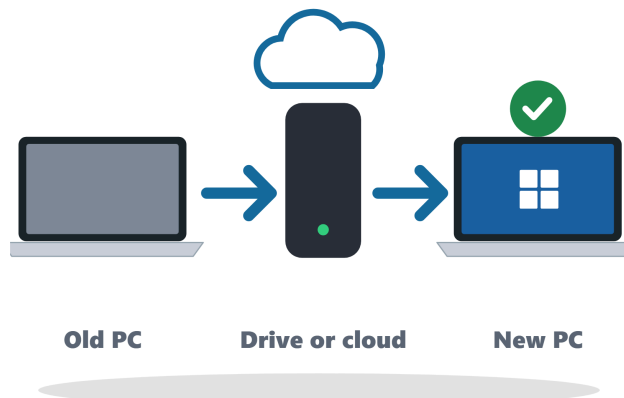


A final sync catches the last messages

Any mail that arrived during the switch gets picked up, so nothing gets lost in between.

WHAT TO DO

This is the safety net that makes the cutover itself safe to schedule precisely.



Old PC

Drive or cloud

New PC

Catches anything sent [during the switch](#)

STEP 7 OF 7

! Outlook, phones, and a short training

A short, guided step for everyone on the team: sign in on their computer, their phone, and a quick walkthrough of what's new.

WHAT TO DO

We cover exactly how to set up Outlook and your phone in our next video.



Set up, and shown what's different

Recap: a migration with zero downtime

- | | |
|--|---|
| ☐ Assess what you have now | ☐ Cutover: switch the MX record |
| ☐ Build and license the new tenant | ☐ Final sync catches the last messages |
| ☐ Copy mail over while you keep working | ☐ Outlook, phones, and training |
| ☐ Hold the MX record until everything's ready | |

The key to zero downtime is controlling exactly when the switch happens: the MX record (which tells the internet where your email goes) is held in place until everything is built, synced and double-checked, then switched on a schedule you choose. Call Naples Computers at 239-513-1960 to start with a migration assessment.



Thinking about moving to Microsoft 365?

Call 239-513-1960

naplescomputers.com · **We Make I.T. Happen!**