Whitepaper

How To Take The Headache Out Of Your Migration To Microsoft365

The Top Challenges Organizations Face, and How to Solve Them

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Microsoft 365: The Workplace Standard

The shift to remote and hybrid work accelerated the need for robust, cloud-based collaboration tools. What began as a temporary adaptation during global disruptions has become a cornerstone of modern work. Meetings from home, chat-first communication, and digital collaboration are the norm, and platforms like Microsoft Teams serve as the central hub for this hybrid workplace approach.

Microsoft, a global leader in cloud productivity, continues expanding its portfolio. With the transition from Office 365 to Microsoft 365, a broader suite of tools for modern productivity emerged—including advanced writing, financial, and collaboration features. Microsoft Copilot, a deeply integrated AI assistant, further streamlines work across this ecosystem.

At the heart of Microsoft 365 lies a unified content and collaboration framework powered by SharePoint Online. Teams, SharePoint, Groups, and other applications operate as purpose-built layers on top of this foundation. Although organizations often ask whether they should "move everything to Microsoft 365 or only to SharePoint," the reality is that it is one interconnected system with nuanced variations in structure and feature deployment.

Generation "Instant-On": Why Performance Matters

Younger digital-native employees (born roughly between 1995 and 2010) expect instantaneous access to information. They grew up with seamless cloud services, high-speed internet, and intuitive digital platforms. If it takes more than a moment to load a file, today's workforce notices.

To deliver this "instant-on" experience with Microsoft 365, organizations must address the performance of their network infrastructure. Traditional enterprise networks were designed for fast local access, not for cloud-centric work. Insufficient internet bandwidth can slow performance and frustrate users.

Increasing available bandwidth or arranging dedicated connectivity with Microsoft improves:

- Overall cloud performance
- User satisfaction
- Migration speed, especially when transferring large volumes of content from legacy ECM systems to SharePoint Online

Once your infrastructure is cloud-ready, present users only with relevant, high-quality content. Legacy environments often contain many duplicates—several versions of the same document across drives, libraries, or shares. Removing these before migration significantly improves user experience and reduces post-migration clutter.

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Challenge 1: Driving User Adoption

People are creatures of habit. Switching to Microsoft 365 requires users to adapt to new interfaces, features, and workflows, and adoption occurs once users feel confident and comfortable.

Two strategies are particularly effective:

1 *Intelligent De-duplication*

Traditional de-duplication tools rely on file names, sizes, or binary equality. These approaches fail when documents have minor edits, formatting changes, or different naming conventions.

Xillio's approach identifies:

- Exact duplicates
- Near-duplicates based on content similarity
- "Look-alike" documents that share overlapping text or structure
- Variants identified through a percentage-based content match

This ensures users enter Microsoft 365 with clean, relevant content—not a chaotic repository of duplicates.

2 *Redirection During Migration*

When migrating in phases, you can redirect links from the old system to the corresponding content in Microsoft 365. This allows users to continue accessing familiar links while gradually transitioning to the new interface. Once adoption stabilizes, you can retire the old system with minimal disruption.

Challenge 2: Handling Legacy File Formats

Modern Office documents migrate smoothly to Microsoft 365, but older file types or complex documents can present challenges:

- Macro-enabled Excel workbooks
- Legacy Word or PowerPoint formats
- Files generated by industry-specific systems (e.g., accounting software)

Fortunately, Microsoft 365 supports older Office formats well, particularly those from 2010 onward. Outdated formats can often be converted to modern versions without losing functionality.

For non-Microsoft formats, a cost-effective strategy is:

Move back-end repositories to a cloud database, such as Azure SQL

Maintain the application front-end locally

Migration provides an excellent opportunity to assess which outdated file types are still valuable and which can be archived or retired

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Challenge 3: Archiving Outdated Files

Large organizations inevitably accumulate "cold" or inactive data, content that is rarely accessed but must be retained for compliance, such as:

- Old sales records
- Historical reporting
- Closed project files

Archiving this content in the cloud makes governance and long-term retention far more efficient.

Although many organizations consider AWS or Azure for archival storage, SharePoint Online often provides sufficient (and cost-effective) capabilities. Active content can reside in one SharePoint site and inactive content in another, avoiding unnecessary licensing overhead.

However, Microsoft's built-in archival and records management capabilities remain limited. For advanced needs, such as automated tagging, date-based indexing, high-volume search, or compliance-grade immutability, specialized tools like Smarsh, Hyland, or eDiscovery extensions offer significantly enhanced functionality.

Challenge 4: "The Cloud Has No Backup" Concern

Microsoft 365 includes internal protection through versioning and recycle bins, but traditional IT teams often want a more tangible backup mechanism. They may feel uneasy without:

- Physical hardware
- Local control
- Visual confirmation of backup jobs

While manual synchronization is possible, automated third-party backup solutions provide a far more reliable and secure approach. Numerous vendors offer scheduled, incremental backups of SharePoint Online, Teams, and OneDrive to local or hybrid environments.

About Xillio

Modern organizations must stay agile to remain competitive—and content agility is a critical part of that transformation. Whether you're migrating from a legacy ECM platform or a more recent system, Xillio delivers a tailored, seamless, and future-proof migration journey.
Our specialists provide:

- Expert guidance
- Clean, structured, deduplicated content migration
- Secure and compliant transition into Microsoft 365