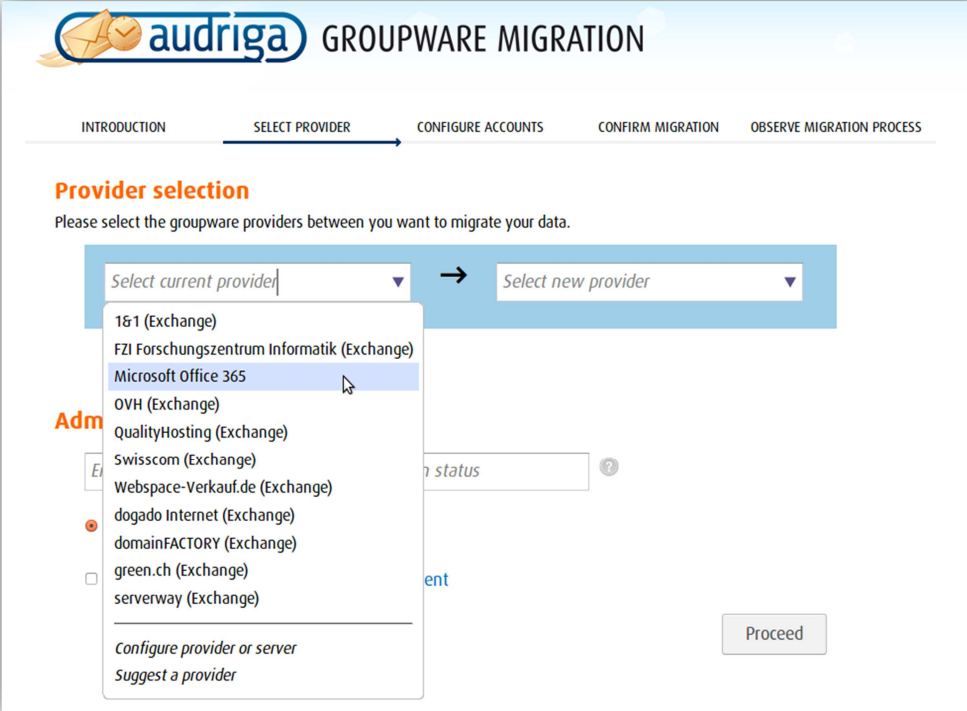# How does email and groupware migration in the cloud work?

The audriga email and groupware migration service allows for switching providers in just a few steps. Users can directly start migrations at the website www.groupware-migration.com – no software needs to be installed. The duration of a migration depends on the account size, including all attachments and files. Users can migrate up to 50 accounts with up to 100 GB at once. If more data has to be transferred, audriga offers professional services to support special customer needs. The service is designed for users moving from an on-premise to a hosted solution, transferring a domain name or switching from a freemail provider to a professional web hosting package.
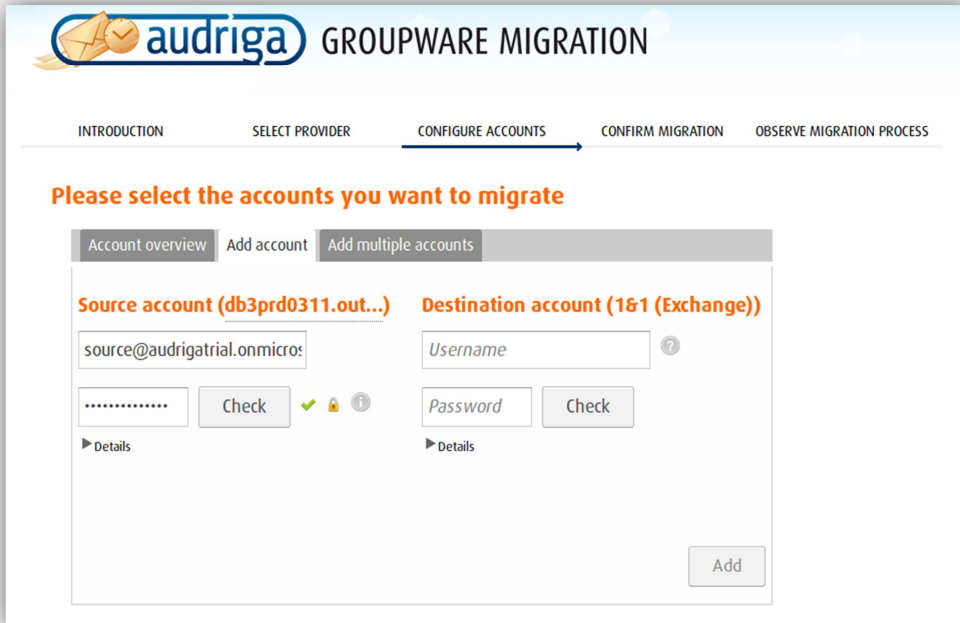
Step 1: Provider selection

In the first step, the user has to select the current and the new provider. If a provider is not included in the list, it can be configured manually or requested from audriga. The user can enter an email address to receive status notifications during the migration process. The next step follows after selecting the customer type and accepting the terms of use.

Step 2: Selection of accounts

Migrating data from the source to the destination account requires the user to enter login information for both. A simple form is available for entering the username and the password or uploading multiple account credentials at once.

The user can choose if the migration should start immediately or specify a start date in the future. The service also provides an estimate about the duration of the migration.

Step 3: Migration summary and payment

Before starting the migration, a summary including the total number of emails, contacts, calendar entries and tasks (if applicable) as well as the total amount of data is shown to the user. The desired start date and the estimated migration time are also shown.

To proceed, the user has to select a payment option. Besides paying with Paypal, the user may enter a voucher code which can be bought on the audriga website or which is provided by a hoster. A free trial migration option is also offered.

Step 4: Migration start

The migration starts subsequently. By default, an encrypted connection will be established to source and destination. Data in the source account will be retained without any modification. Mechanisms for duplicate detection ensure that data is not copied twice if it already exists in the destination account. If certain folder hierarchies are not supported by the destination or if the storage quota is exceeded, the user will be informed with a status message. To accelerate data transfer, parallel connections are established if this is supported by the providers.

Step 5: Migration progress

Users can see continuous updates of the migration status. The website shows the migration progress as well as a protocol listing duplicates and attachments which have not been transferred due to size limits. Additionally, users receive emails when the migration starts and ends to the address they have entered on the first page.

Step 6: Optional delta migration

If new emails arrive in the source account during the migration process, a free, second pass delta migration feature can be used. During delta migration, the initial migration is repeated, but only new data will be transferred. This is particularly useful in the case of domain name transfers, if a user wants to copy mails which have arrived in the source account during the switch.

Step 7: Migration finished

After the migration has finished, the new account is available with all emails, contacts, calendar entries and tasks (if applicable) transferred from the source. The user can continue to work with the familiar folder structure.

Press contact

saalto Agentur und Redaktion GmbH

Konstanze Kulus

Spitalstraße 23a

76227 Karlsruhe, Germany

Telefon: +49 (0)721/160 88-78

Telefax: +49 (0)721/161 09-88

E-Mail: konstanze@saalto.de

www.saalto.de

Company contact

audriga GmbH

Hans-Jörg Happel

Spitalstraße 23a

76227 Karlsruhe, Germany

Telefon: +49 (0)721/170 293-16

Telefax: +49 (0)721/170 293-179

E-Mail: presse@audriga.com

www.audriga.com