EXCEL micro

Google Apps for Business Fast Track Deployment

Excel Micro, Inc. is excited to offer you additional assistance at no extra cost during the first five weeks of your Google Apps for Business deployment. To find out if you qualify please contact your sales representative today!

SETTING UP MAIL DELIVERY

- Get advice on configuring dual delivery with your existing mail system (if desired)
- Learn how to switch email delivery to Google Apps to minimize downtime

MIGRATING DATA

- Receive guidance on migrating data using our administrator managed server-side tools or user managed client-side tools

INTEGRATING WITH EXISTING DEVICES & SYSTEMS

- Learn best practices on how to configure mobile devices and desktop clients, such as Microsoft Outlook.
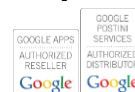
USER-ADOPTION & ADMIN FUNCTIONALITY

- Setup control organizational units and Google Apps services
- Configure global address list

Going Google Made Easy

Contact our team today to see if you qualify for our Fast Track Deployment

EXCEL micro

ExcelMicro.com
866-4-No-Spam

Excel Micro, Inc.
Google Apps for Business Fast Track Deployment

Frequent Asked Questions:

What are the goals of the Fast Track Deployment Program?

The goal of the Fast Track program is to provide you with the knowledge and resources necessary to successfully deploy Google Apps. We have extensive experience deploying Google Apps to businesses and aim to empower you to succeed by providing a consultative Google resource - free of charge!

By the end of the 5 week program, we expect you to have setup email delivery to Google Apps, migrated all your important legacy data on to Google Apps, and configured any supported mobile phones, like Blackberries, and supported email clients like Microsoft Outlook.

We also understand that, as with any IT transition, users come first. So, we strive to deliver the utmost satisfaction of your employees by outlining Google Apps deployment best practices to ease the transition. We want to ensure that your organization realizes and makes full use of all the benefits of the product.

What is the structure of the Fast Track program?

The Google Apps Fast Track program is designed to help new Google Apps customers get up and running on the product. The five week program kicks off with a 30 minute phone consultation with one of our deployment specialists. During this call your specialist will evaluate your technical requirements and determine the most efficient method for deploying Google Apps.

After the call, your specialist will follow up via email with a project plan outlining the next steps and providing the necessary resources to proceed. Throughout the program, your specialist will serve as a consultative resource and technical point of contact to address any deployment related questions and/or issues which may arise.

At the end of the five week deployment period your account will be transitioned to the Google Apps support team for ongoing assistance.

What are the technical topics covered?

During your consultation call your deployment specialist will first ask questions to understand your current environment and technical requirements. Your team should be prepared to talk about your current mail setup, collaboration platform and any special requirements, like CRM integration.

We will provide an explanation of the data migration and email delivery strategies you should employ as well as cover relevant interoperability topics that will help your team get setup on Google Apps. These recommendations will be in line with deployment best practices and are geared at easing the transition for your users, expediting the deployment process and alleviating the administrative burden on you/your team.

For more advanced integration topics like Single Sign On (SSO) and API usage, we can provide 'best effort' assistance and connect you with the relevant support parties where applicable.

What kind of help will I receive regarding Directory Sync & Blackberry Enterprise Server?

Detailed administration guides are provided for both of the above products. These products have detailed setup processes and the administration guides will prove extremely useful throughout the setup process.

Admins using Google Apps Directory Sync (GADS) should configure the tool and write the requisite LDAP queries to synchronize their specific LDAP structure. In the event of a technical failure on the part of the GADS tool, you should feel free to reach out to your specialist for assistance.

Similarly, Google Apps administrators are responsible for ensuring that their system fits the requirements and for installing and configuring the BES Connector. If any technical issues with the tool arise, we are prepared to get you the help you need by connecting with our mobile specialist.

What resources are available to me?

After your initial consultation call, your deployment specialist will follow up via email with a project plan tailored to your organization's needs. This plan will outline the next steps you should take and also provide directions on how to implement them within the five week period. Your deployment specialist will share his or her email address and phone number for use during the five week period.

In addition to the project plan provided, all of our online resources can be consulted for answers to a many of your general questions. A sampling of these resources are listed below:

- Google Apps Setup Guide - concisely describes step by step instructions to setting up Google Apps
- Google Apps Admin Help Center - explains administrative capabilities and answers most "how to" questions.
- Google Apps Deployment Center - provides end user training resources, best practices for deploying Google Apps and templates on communicating the change to your organization.
- Enterprise Pilot Guide - details comprehensive technical instructions for coordinating large Google Apps pilots

Finally, throughout and after the five week deployment process you can reach out to the global support team by following the contact flow under the "Support" tab in your Google Apps control panel. The Google Apps support

team offers 24/7 phone support for [P1 issues](#) and email support. This can come in handy if engaging in deployment activities outside of regular business hours/over the weekend.

To summarize, you will have:
1. Your deployment project plan
2. Your deployment specialist to address strategic concerns or deployment related technical issues
3. Access to a host of online guides/resources
4. The global Google Apps Support team for all other issues during and after the deployment Period

How can I best utilize my deployment resources?
Since many questions can be answered by our online resources, the quickest way to obtain your answer is to search our online documentation first. If you're experiencing technical issues or your question requires consultative/strategic insight, feel free to reach out to your specialist directly.

We've found that for non-business critical/non-technical issues, the best means of communication is often via email. This is beneficial primarily because our specialists are always plugged in online and technical topics/concepts are most effectively communicated over text. Specifically, most technical issues cannot be initially solved over the phone as they require troubleshooting information be collected beforehand.

If there is a topic you'd like to discuss, it's best to reach out to your specialist with a call agenda and setup a time to talk. If you don't schedule a call and are unable to reach a specialist directly by phone, it's helpful to leave a detailed voice message which specifies your domain name, the best way to get back to you and describes your issue or question.

What sort of response time can I expect from my deployment specialist?
Your deployment specialist should be able to follow-up on any queries within one business day, but most often will be able to respond much sooner. Our team does work hard to deploy many Google Apps customers, so we aren't always able to respond immediately.

If you need immediate technical assistance you can always reach out to the Google Apps Support team by navigating to the "Support" tab in your Google Apps Control Panel at http://google.com/a/yourdomain.com. Otherwise, if your deployment specialist is out of office, you can expect to receive full coverage from an alternate deployment specialist.

What can I do to run a successful deployment?
After your initial consultation call you should feel ready to begin deploying Google Apps to your employees.

To ensure that you're ready to make full use your deployment resources, make sure that everyone from your organization who will be contributing to the deployment will be available throughout the five week program to complete the deployment activities. For example, if a strategic member of your deployment team will be out of office for a signification portion of the five week period, we may recommend postponing the deployment until after he/she returns.

Also, we ask that all persons who will be deploying Google Apps to your organization attend the initial kickoff call and that you've verified domain ownership prior to starting the deployment period. This way we can make the best use of the call and five week deployment period by focusing on deployment activities.

During the deployment, we expect that you keep your deployment specialist up to date as you achieve certain milestones over the course of the five week period. Some of these milestones include: user provisioning or data migration completed, users notified of the impending switch, users educated on the Google Apps platform, date set for the mail routing switch. You will receive automated reminders from our system throughout the process which will help you project manage your deployment and keep your deployment specialist in the loop.

What happens if I can't finish within 5 weeks?
We are dedicated to deploying your organization successfully within five weeks and we encourage you and your team to work towards a five week implementation plan as well. In our experience, this is enough time to deploy Google Apps to organizations of up to 200 users while also allowing time with your deployment specialist to work out any kinks which surface after you go live.

That being said, we understand that not all deployments are alike. If you are absolutely unable to complete the deployment within the 5 week period, you should consult with us as soon as this becomes clear.

Tip: Use the automated notifications we send as a reminder to check in with us over the course of the deployment if you haven't already.

Otherwise, any inquiries after the 5 week period should be directed to the global support team. Directions for reaching the support team are outlined under "Support" tab in your Google Apps control panel.

What will happen after the 5-week deployment period ends?
After 5 weeks, the entire, global Enterprise Google Apps Support Team can assist with technical issues/inquiries. If you need help, just file a support case or call in for system critical issues by navigating to the "Support" tab within the Google Apps Control Panel.