

Jive to Microsoft 365 Migration

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The Highway

The journey is about the experience of Jive to Microsoft 365 (formerly Office 365) migration. Netwoven’s migration solution offers productive business value for those who are both evaluating whether to or have already decided to make the shift. It is something deeper beyond the well calibrated steps of Assess-Plan-Prep-Test-Migrate-Go Live-Support. Netwoven does it all in the most collaborative and efficient way. We also offer customers some unique tooling and artifacts to isolate any hindrance in the migration process, way better than any other competitive solution available in the market. Our customers vouch for it.



Prior to our engagement with Netwoven we had estimated it would take our Information Services ten years to migrate our intranet content from Jive into Microsoft 365. With the help of Netwoven’s tool set and expertise we were able to reduce that time-line to well under a year. Not only are we utilizing Microsoft SharePoint for our intranet, but they assisted us in the setup and use of Microsoft Teams which allowed our organization to consolidate our intranet, collaboration, and communication tools into one shared and integrated experience. This has been especially helpful during our work from home strategy during the Covid-19 pandemic.”



Ryan Reifschneider

Manager - Information Services,
Spectrum Health IS



The Challenges

The journey towards transformation does not come without any challenges. Aligning a large, diverse group with different interests on an agreed information architecture is not an easy task. Neither is providing a cohesive user experience that ensures business continuity throughout a large consolidation project. Netwoven focuses on the following while undertaking a migration project:

The Challenge	Netwoven Solution
Migration Strategy	
<ul style="list-style-type: none"> Not all Jive users have the same business needs and priorities. It is important to understand the usage and map the Jive places into different Microsoft components and containers Identify the legacy content for archival 	<ul style="list-style-type: none"> Before the migration process begins, Netwoven creates a detailed interactive Power-BI report to understand the usage of Jive places and presents a consolidated view to the users. Few Jive Places are identified as prototypes and they are migrated to a stage/demo environment. This helps the users to understand how their content will look post-migration Our customized archival solution allows users to mark legacy content for archival
Link Processing	
<ul style="list-style-type: none"> Content which are written in Jive may have links pointing to other Jive places or content. Handle Jive links in users' bookmarks Customized home pages with widgets and tiles 	<ul style="list-style-type: none"> Updating internal reference links to other Jive places into new Microsoft 365 links Post migration, we provide a URL Redirection utility which redirects all Jive links to their new Microsoft 365 links We provide 'White Gloves' service wherever required, which includes customized home page, global alerts, tags, categories, mosaic, and more, with SPFx webparts and specific customization
Personal Content	
<ul style="list-style-type: none"> Migration of personal content for active users with their shared documents permission retained as-is 	<ul style="list-style-type: none"> Personal contents are migrated and shared over user's OneDrive for Business



The Challenge	Netwoven Solution
<p style="text-align: center;">Business Critical Sites</p> <ul style="list-style-type: none"> • Business critical sites are vital for businesses and no-blackout time is given for their migration 	<ul style="list-style-type: none"> • Netwoven’s flexible tooling and processes help customers to schedule and speed up the migration timeline without causing any disturbance to the business-critical sites
<p style="text-align: center;">Communication</p> <ul style="list-style-type: none"> • Communication is shared with Jive users about the new environment and the content that is being migrated • Downtime and impact are limited during migration 	<ul style="list-style-type: none"> • Netwoven uses Jive global announcements to inform users about the migration phases and the actions required, and for each jive place banner and customized announcement with link, which helps the users to navigate to the Helpdesk or to their new site <p>During migration, Netwoven notifies the Jive site owners about the migration and if any action required over a single mail with all jive places information.</p> <p>Netwoven creates a Help Desk site with all information and FAQs, with help of the customers’ team</p>
	<p style="text-align: center;">Global Support & Documentation</p> <ul style="list-style-type: none"> • Netwoven offers post migration support for maximum 3 weeks and all queries and issues are resolved during that period. <p>Well documented step-by-step migration user guide, migration planning and strategy from the migration experts.</p>

“ Our overall experience was excellent. The project was undertaken to a very tight time frame and the Netwoven people involved demonstrated high level of knowledge and expertise which was supported by good communication, flexibility and responsiveness when solving any issues that occurred.”

Garth Stewart
CEO, On-Brand Partners



The Bold Steps

Netwoven focuses on a six-step migration process. Based on the specific use cases and challenges anticipated by an organization, these steps are be fine-tuned. Below is a summary of the process steps:

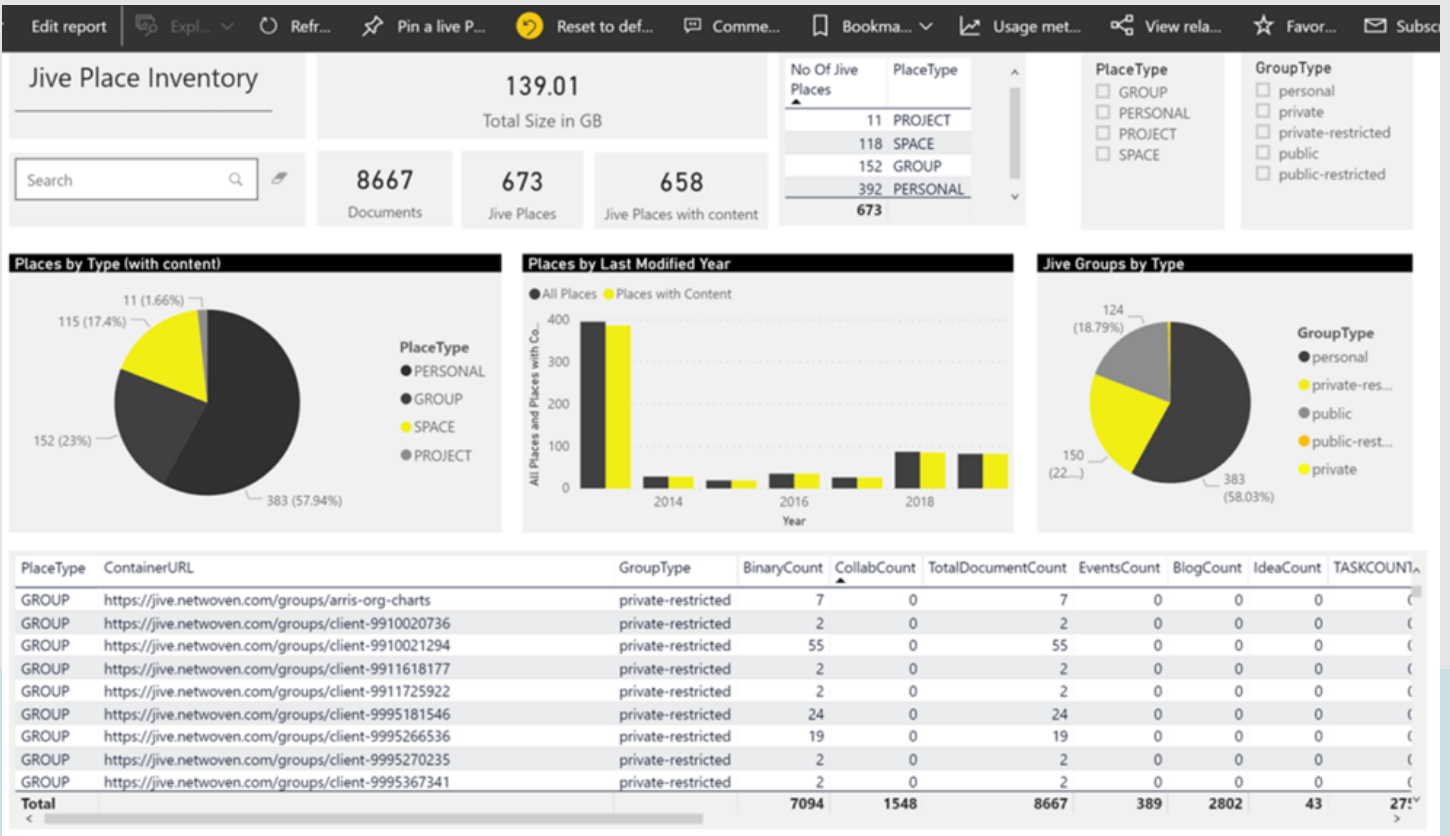
Assessment	Planning	Test	Migration	Validation	Adoption
Activities					
Streamline migration by understanding the existing content, freshness, structure and usage patterns	Source to Target Mapping	Customization of tools for specific use cases	Multi-wave approach: Used for high priority sites and urgent migration	Validation through automated tool	Strategic change management
	Migration Wave planning	Early review by users in the production environment with select small data get migrated		Validate SharePoint content, MS Teams and Yammer Postings	Effective communications plans
	Adoption planning	Select containers and site owners for UAT	Single Wave approach: All sites migrated at one shot		Community, support, and outreach programs
Define use cases	Resource planning	Jive Places identified for migration, archive or merge	Metadata Validation	Targeted training	
Workshop for discovery, planning and to define the target architecture.	Communication planning	Validate issue logging process and communication		Success metrics	
	Change Management planning	Fine tune all tools and modularized approach to reduce risk of migration			
Benefits					
Visibility on the content that exists in Jive for migration or archival purposes	Migration planning and Scheduling	Helps customers visualize the agreed upon customizations from the workshop.	No user interruption	Minimal business downtime	Increase adoption of M365 platform
	Streamlining of tools & processes	Sites are created in the production environment to replicate the same look & feel to give users a glimpse of the final results.	Flexible scheduling	Content migrated	Increase ROI
Understand and select from various mapping options for Jive content types			100% content validation	Higher productivity	
Identify top contributors to be notified about migration	Documented use cases	Users are aware of what is going and how their content will look like in new environment.			



The Arsenal

Netwoven has built a suite of utilities and tools that empowers the migrator and the users alike. The aim of these tools is two-fold, one to enable every stake holder at all stages of the migration process and second to preserve the years of corporate knowledge locked up inside your Jive communities. Moreover, these tools are built with the right technology and architecture, so that they can be customized easily for any given business situation as no two migration projects are alike.

For example, a Power BI report lists all the places with their activity date and size, all files and documents with their metadata, blogs, discussions and questions, comments, events, videos, tasks, checkpoints and many more. It gives an ability to search, sort, and filter inventory information in various ways. This helps the users to get a holistic view of all the present assets from a migration standpoint, a great way to start planning the migration.



“Netwoven’s global delivery model using right sourcing worked very well for us. Their project managers guided the complete process smoothly during the project lifecycle. Our solution was created on-time and on-budget.”



Kevin Crossman
IT Manager, Collaboration



The Differentiators

What Netwoven does differently from other service providers is to engage customers in the migration process at all stages because they know their goals and the content best. Ours is a collaborative migration helped by all the tools that are needed.

- ✔ Well defined process for migration, implemented using Nintex Promapp
- ✔ Actionable Power BI reports to help inventory and analyze Jive data
- ✔ Engagement workshop involving all stakeholders with proof of concept to help finalize requirement and design
- ✔ Use of online tooling for card sorting and tree testing for optimal Information Architecture
- ✔ Live demo environment and Prototypes built to allow customers to clearly envision their target environment before building it out
- ✔ A templated Communication site for hosting all applications, adoptions assets and other project materials meant for the content owners and Jive users
- ✔ Internally developed migration tools that migrate Jive data to SharePoint, OneDrive, Stream, Yammer and Teams.
- ✔ Power Platform based migration mapping tool that allows scalable and intuitive migration capture with inline training videos and content and communications
- ✔ Power platform based UAT and Issue tracking application to capture the UAT status and allow resolution of issues before they are logged as patterns of issues are identified for the customer's user base
- ✔ Stakeholders are carried along every process stage through well designed communication templates and plan.

[Contact us today to start your Jive migration assessment →](#)



About Netwoven, Inc.

Netwoven is a leading professional services provider that enables Digital Transformation for businesses by leveraging the wide range of Microsoft products. We help organizations design and deploy comprehensive and cost-effective solutions for Collaboration, Analytics, Security, and Customer Relationships. We support our customers with their Digital journey using Microsoft's leading cloud platforms: Microsoft 365, Dynamics 365 and Azure.

