

# Exchange Migration “Micro”

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## What is included in the Migration Micro Offering?

- 2.5 days of self-paced, “hands-on” training
- 1 day of Remote Consulting (8 hours)
- 2 hours of support after Remote Consulting
- “Teach to Fish” approach

## How much does it cost?

- \$3,700 lets us start scheduling immediately.

## How do I begin?

- Call: 888.667.2621
- Email: Sales@LeadThemConsulting.com
- <http://www.leadthemconsulting.com/custompay/>

# “Micro” Offering Faq’s

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## **When can the Micro Offering start?**

- The Micro Offering can start right away with your one day of consulting. We advise our clients to finish the training & final tests first before starting with the consulting and support side of the offering.

## **What order does this all happen in?**

- Training, Consulting then Support

## **Is the training remote or onsite?**

- The training is performed remotely. All that is needed is an internet connection and a browser.

# “Micro” Offering Faq’s Cont’d.

## **What do we do during our 1 day of Remote Consulting?**

- Discovery (check what you have and identify “gotchas”)
- If time allows, we will also assist in installation and configuration
- Our goal is to ensure you are off to a successful start and as such will do everything we can to fully maximize your consulting time.

## **What do you mean by a “Teach to Fish” approach?**

- Put simply, it is to ensure that for smaller and/or simpler migration projects we work closely with the current staff with the goal of them moving forward successfully once our time has been utilized.

## **What about LTC Support? How does that work?**

- For the Micro Offering, each client has 2 hours of support allocated to be used in 30 minute blocks of time.
- You can call or e-mail for support assistance, and we will respond within 24 hours (typical response is same-day).

# “Micro” Offering Faq’s Cont’d.

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## **Can I call Dell Support?**

- Because these products require a certified consultant doing the installation, you cannot call Dell Support for assistance. LeadThem Consulting is taking the place of Dell Support for this Micro Offering.
- Please do not hesitate to call us for support.

## **What happens if I run out of support time?**

- You can purchase additional support time via LTC.
- Please call 1-888-667-2621 for more information.