

On Demand Migration: Desktop Update Agent



Automatically connect your users to their migrated content.

For your migration to be a success, users must be able to seamlessly continue using critical business software. On Demand Migration (ODM) Desktop Update Agent will automatically update Office applications and switch their licenses as they are migrated — and save you a barrage of user complaints by prompting users to update only the tools they use.

ODM Desktop Update Agent will automatically:

- Connect **Outlook** to the user's new mailbox in the target tenant.
- Update the user's **OneDrive** client to sync with their migrated files in the target tenant.
- Switch the user's **Teams** sign-in to their target Microsoft 365 account.
- Switch the licensing of **Office applications** from the source tenant to the target tenant.

Features

Flexible application lists

Avoid confusion and frustration by prompting users to update only the applications they use. Easily select the correct set of applications for each group of users.

Custom notifications

Provide users with instructions for updating their applications when their migration is complete. Customize the wording and formatting of the message and even add links to user guides or other resources.

Outlook update

Automatically create a new default Outlook profile for each user, copying over important settings (like their offline cache options and signatures) and reattaching PST files. ODM Desktop Update Agent supports computers that have multiple users, as well as users who have profiles on multiple computers. To alleviate drive space concerns, you can choose to remove old profiles.

Continued access to OneDrive data

Help users sync their migrated OneDrive data to their desktops by having the ODM Desktop Update Agent seamlessly switch the user's existing OneDrive Sync connection from source to target, avoiding the need to re-download all OneDrive content to the local workstation. Alternatively, configure the tool to launch the OneDrive Client setup wizard and allow the user to add a sync connection to their target OneDrive without removing the source connection.

Uninterrupted collaboration in Teams

Ensure ongoing collaboration across the business. ODM Desktop Update Agent updates the Teams client to connect to each user's new account.

Automatic switch of Office Suite licensing

Avoid disruption when licenses are removed from the source tenant. ODM Desktop Update Agent automatically switches the Office Suite activation on the desktop from source tenant to target tenant.

Progress tracking

Track which users have performed their application updates and which updates are still pending from an intuitive dashboard. View and troubleshoot any issues during the migration using detailed logs.

Security certifications

Quest On Demand is included in the scope of the Platform Management ISO/IEC 27001, 27017 and 27018 certification. It has also successfully completed Type 2 System and Organizational Controls (SOC) 2 attestation, reinforcing our commitment to customer data security according to the industry's highest standards.

About Quest

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Microsoft 365 migration and management, and cybersecurity resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

