



Councillor Email Address – Mailbox Change Q&A

Suggested transition to Flotek for improved service – below Q&A received from Flotek 19th May 2026:

Compatibility

- Should members have any issues using the mailbox with own devices, such as I pads, phones, PCs, Apple hardware?

The mailboxes are compatible with all of these

Security & Compliance

- Who has administrative access to the council's data?

Cloud Infrastructure Team only

- How are backups handled and how frequently are they tested?

Mailbox backups are taken daily and tested monthly

- What protections are in place against ransomware, phishing, and account compromise?

All in-bound emails go through a spam filter which checks for malicious links, malware, and other spam. All links are tested on delivery and again on click to check for phishing attempts. Accounts are locked on multiple bad password attempts

- What are the retention and deletion policies for emails and backups?

Emails will stay in Recycle Bin for 30 days unless removed from there by the user, and then another 30 days in Recoverable Items unless removed from there by the user

Backups are retained for up to 2 years

Migration Process

- What is the full migration plan and timeline? (How quickly can we get the new accounts up and running)

The end to end process can be done in a week although 2 would provide for unseen circumstances.

The council will need to provide a full list of mailboxes to be created along with passwords which are required to get the data copied from VisionICT (which may need to be changed by VisionICT)

Flotek will provide onboarding instructions to be delivered to councillors

Email domain and mailboxes to be configured on Flotek Cloud Exchange serve and AppRiver Cloud Spam Filter

Flotek will provide new DNS records for VisionICT to put into place

At an agreed day and time (normally a Thursday afternoon) VisionICT will change DNS, which will direct emails to the new system

Overnight Flotek will copy all emails from VisionICT to Flotek Exchange

Around 10am the following day, councillors will be able to log into the new mailbox

- Will there be any downtime or disruption to council services?

councillors are normally requested to stop using emails over night while the synch procedure takes place

- How will mailboxes, calendars, contacts, and archives be migrated? – virtually or in house engineer visit?

Assuming the mailboxes are currently accessed via webmail or iMap protocol only, mailbox contents can be copied remotely. Calendars and Contacts may depend on VisionICT's compatibility - it may be necessary for users to export these from VisionICT via webmail and re-import them. If emails have been downloaded to the local computer as a PST file or PST archive, these cannot be copied remotely. Flotek will provide support to migrate these archives by remotely accessing computers

- What testing will be carried out before go-live?

It's not possible to test mail delivery from external email addresses before go live, as emails must either be delivered to VisionICT or to us. It will be possible to test email delivery between the council officers and councillors. However, we have OVER 1000+ councillor mailboxes on the system and are confident of complete success due to our robust processes.

- What rollback plan exists if the migration fails?

The migration would not fail - we have performed this procedure over 120 times.

But if we did - You would need VisionICT to reverse the DNS changes

We would need to synchronise mailbox contents back from our service to the VisionICT mailbox. This would require a MigrationWiz license for each mailbox, and would be billable

- Who is responsible if data is lost or corrupted during migration?

The MigrationWiz process is tried and tested and will highlight any issues during migration

Mailbox contents a VisionICT will not be altered in any way, so we recommend that the council keep these as a backup until confident that the migration has been successful

Licensing & Costs

- What exactly is included in the “one-off” migration costs?

Transfer of Data, Setup and Testing

- Are there any hidden or future costs not shown in the quote?

No

- Are license prices fixed, also assuming for the 36month term only as per attached?

API Increase and if Microsoft raise the price to us - would be the only rise during the 36 month term

- What happens if mailbox numbers increase or decrease?

Increase - we just add per user - if decrease when in contract - we can remove these with a 30 days' notice

- Are there additional costs for storage increases, backups, archiving, or security features?

No all included

- What are the contract minimum term and renewal conditions?

36 months term - you can stop these services if we have 90 days' notice prior to the end of the minimum term