

# LM01\_KDD005 - Google Chat migration strategy

Status	DECIDED
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Stakeholders	James Kyndt, John Donovan, Frank Bolata, Boris Foiselle

**i** **Decision:** Option 3: No Migration + no Takeout export and disable chat

**Decision made by:** LEAP SteerCo #2

**Date:** 02 Dec 2025

**Online Meeting:** LEAP - M365 Project Steerco (internal)

## Issue

Microsoft FastTrack does not migrate Google Chat and Google Spaces history.

## Recommendation

**Option 3 :** Don't migrate history, and prevent employees to extract their history via Google Takeout.

**Rationale:** 3rd party migration tooling give deliver partially usable chat history with UX downsides, with considerable additional costs.

Allowing employees to extract their chat history with Google Takeout is perceived as a potential security risks (data breach, use of open source tool). Moreover, the full process is not straightforward (Takeout / Json file / Open-Source tool to read).

## Background & Context

Chat and Spaces history can be valuable for Syensqo employees to perserve context and support continuity of work.

Migrating this history to the Microsoft system is not straightforward activity and requires additional effort/tooling.

## Assumptions

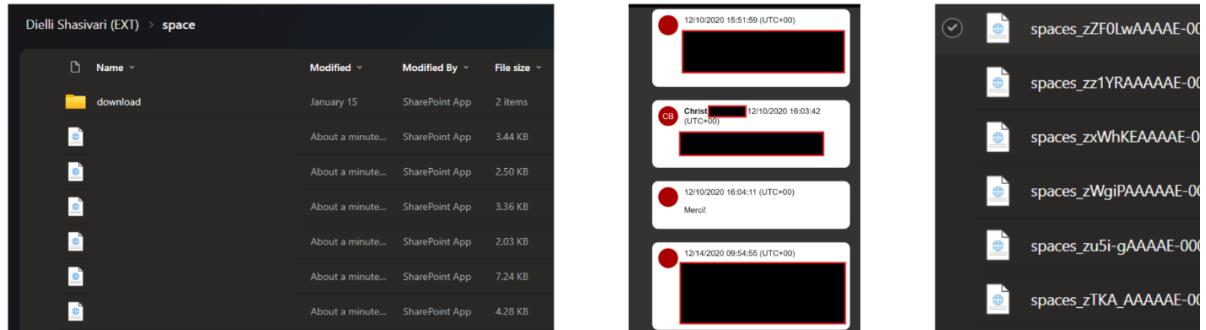
- Chat history doesn't hold legal grounds.

## Constraints

- No consistent result with migration tool (**Cloudiway**).
  - **Possibility for HTML export option which creates Teams group chats.**
    - The HTML file is then stored in the user's OneDrive.
    - Choosing only an HTML export still results in Teams creating empty group chats.

# Clouidiway

## Results HTML



(source: Workshop Presentation: 20250524-Syensqo-WS-ExchangeMigration.pdf)

# Clouidiway

## Results Teams Chat



(source: Workshop Presentation: 20250524-Syensqo-WS-ExchangeMigration.pdf)

- Google Take-out results in JSON files
  - Manual End User work
  - Exported data requires Open-source tool

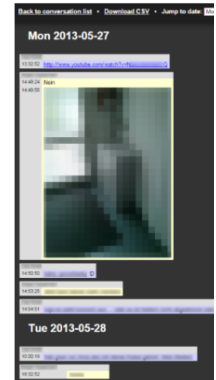
# Google Take-out

## Results JSON

```

{
  "conversation_state": [ {
    "conversation_id": {
      "id": "UyFuZkIM-erp4AAABQ"
    },
    "response_header": {
      "status": "OK",
      "response": {
        "request_trace_id": "34981533398137",
        "current_server_time": "14335148267588"
      }
    },
    "conversation_state": [ {
      "id": "UyFuZkIM-erp4AAABQ"
    },
    "conversation": {
      "id": {
        "id": "UyFuZkIM-erp4AAABQ"
      },
      "type": "STICKY_ONE_TO_ONE",
      "self_conversation_state": {
        "self_read_state": {
          "participant_id": {
            "gaia_id": "1829634931965772",
            "chat_id": "1829634931965772"
          },
          "latest_read_timestamp": "137268181876467"
        },
        "status": "ACTIVE",
        "notification_level": "NONE",
        "view": { "HTML_VIEW" },
        "inviter_id": {
          "gaia_id": "1146861128677836",
          "chat_id": "1146861128677836"
        },
        "invite_timestamp": "137266686222989",
        "start_timestamp": "137268181876467",
        "active_timestamp": "137266686222989",
        "delivery_medium_option": {
          "delivery_medium": {
            "medium_type": "MAIL_MEDIUM"
          },
          "current_default": true
        }
      },
      "read_state": [ {
        "participant_id": {
          "gaia_id": "1146861128677836",
          "chat_id": "1146861128677836"
        },
        "latest_read_timestamp": "137268181876467"
      }, {
        "participant_id": {
          "gaia_id": "1829634931965772",
          "chat_id": "1829634931965772"
        },
        "latest_read_timestamp": "137268181876467"
      } ],
      "has_active_hangout": false,
      "hdr_status": "ONE_TO_ONE",
      "net_toggle": "ENABLED",
      "current_participants": [ {
        "gaia_id": "1146861128677836",
        "chat_id": "1146861128677836"
      }, {
        "gaia_id": "1829634931965772",
        "chat_id": "1829634931965772"
      } ],
      "participant_data": [ {

```



(source: Workshop Presentation: 20250524-Syensqo-WS-ExchangeMigration.pdf)

- End-user self extract and import is not an option.
- Change management impact.

## Impacts

- Loss of chat history.

## Options considered

**Option 1:** Migrate Data With Cloudiway

**Option 2:** Migrate Data With Google Takeout Services

**Option 3:** No Migration + no Takeout export and disable chat

**Option 4:** Don't disable Google Chat

## Evaluation

Criteria	Option 1: Migrate Data With Cloudiway	Option 2: Migrate Data With Google Takeout Services	Option 3: No Migration + no Takeout export and disable chat	Option 4: Don't disable Google Chat
Technical Feasibility	<ul style="list-style-type: none"> <li>Low maturity of this Cloudiway feature</li> <li>Slow 3rd party Support</li> <li>Empty group chats are created as soon as an exportation is launched</li> </ul>	<ul style="list-style-type: none"> <li>User Action, cannot be done from Admin.</li> <li>Exports data to Json file and reading the exported data requires Open-source tool</li> </ul>	<ul style="list-style-type: none"> <li>Low - disabling Takeout</li> </ul>	<ul style="list-style-type: none"> <li>Migration: N/A - no actions to perform</li> <li>Sunset of GWS: potential issues with chats still in use</li> </ul>

User Impact	<ul style="list-style-type: none"> <li><span style="color: green;">+</span> Chat can be exported as HTML and in a second stage can be imported in Teams</li> <li><span style="color: red;">-</span> One on one chats are imported as separate group chats and not in the one on one chats. (history will be stored in a different conversation than 1:1)</li> <li><span style="color: red;">-</span> User mapping doesn't always work</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> Exporting the chat history + spaces is a user action, technical and source of error</li> <li><span style="color: red;">-</span> Reading the exported data requires Open-source tool.</li> <li><span style="color: red;">-</span> Chat history not imported in Teams</li> <li><span style="color: red;">-</span> Format is degraded (ex: pictures not available)</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> Loss of history, without workaround</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> Coexistence issue: chats coming to both platforms (potentially from the same people)</li> <li><span style="color: green;">+</span> User can check history until license is revoked</li> <li><span style="color: red;">-</span> No incentive to use new Technology</li> </ul>
Security & Compliance	<ul style="list-style-type: none"> <li>SIP required for 3rd party tool</li> <li><span style="color: red;">-</span> Domain Wide Delegation necessary</li> <li><span style="color: red;">-</span> Network/firewall exceptions necessary</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> Watchpoint on using freeware</li> <li><span style="color: red;">-</span> Watchpoint on what users could do with the extracted data (Takeout can be restricted to some services in particular)</li> </ul>	N/A	
Time to implement	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> Procurement &amp; SIP delay</li> <li><span style="color: red;">-</span> Tooling setup and testing required</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> Depends on User</li> </ul>	N/A	
Support impact	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> High as above constraints will cause user issues and aggravation</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: green;">+</span> Low as pretty straight forward procedure</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> More tickets expected of users requiring access to their chat history</li> </ul>	
Operational Complexity	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> Tool and connection needs to setup and maintained during migration</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> Open-source tool need to be assed by security + Versions have to followed up</li> <li><span style="color: red;">-</span> Change management workload around users instructions for Takeout extracts</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: green;">+</span> Any specific / critical case has to be managed centrally as users can't perform any action themselves</li> </ul>	
Cost	<ul style="list-style-type: none"> <li><span style="color: red;">-</span> License(230,000€) + effort(100,000€)</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: green;">+</span></li> </ul>	<ul style="list-style-type: none"> <li><span style="color: green;">+</span></li> </ul>	<ul style="list-style-type: none"> <li><span style="color: green;">+</span></li> </ul>

## See also

The following section describes relevant documentation:

Description	Repository
Workshop presentation	<a href="#">1.3 Teams &amp; Collaboration Design</a>
Workshop meeting minutes	<a href="#">Workshop meeting minutes</a>
HLD: 6.Collaboration, page 99, 6.6Onedrive Sync page 103	<a href="#">1. SYENSQO-Microsoft365 High-Level Design v1.docx</a>

Version	Published	Changed By	Comment
<b>CURRENT (v. 25)</b>	<b>Feb 19, 2026 11:45</b>	<b>CHUDZIAK-ext, Aleksander</b>	
v. 24	Feb 19, 2026 11:07	CHUDZIAK-ext, Aleksander	
v. 23	Feb 19, 2026 11:07	CHUDZIAK-ext, Aleksander	
v. 22	Feb 13, 2026 15:02	CHUDZIAK-ext, Aleksander	
v. 21	Nov 27, 2025 16:59	TODESCHINI-ext, Gautier	

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