

LM01_KDD011 - Teams Chat enablement approach

Status	PREPARATION
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Decision: APRIL UPDATE: Option 1: Enable Teams Chat by wave, along with the migration of personal data

Previously Option 2: Enable Teams Chat for all employees from the start of the migration

Rationale: Option 2 would have created more concerning issue than the ones it tries to solve. Indeed, Teams is tightly linked to Calendar, and as non-migrated users will not have their Calendar on Microsoft, many notification processes would be disrupted (on top of the initially identified limitations detailed below)

Decision made by: Business Reps. (GBU/GBS/BSA)

Date: 25 Nov 2025

Online Meeting: Regular updates / Microsoft Transformation Program - GBU/GBS/BSA connection

Issue

Migrating users to [M365 in a waved approach](#) (4-5 waves over 3-5 weeks) will introduce a coexistence period between migrated users (having access to Teams and Google Chat if necessary) and non migrated users (having access to Google Chat only).

Recommendation

Option 2 - **"Enable Teams Chat for all employees from the start of the migration"** - early release with clear communication on the functional limitations of the Teams Client during Coexistence.

Options considered

A unified instant messaging platform from the start, or a clearer UX distinction between migrated & non-migrated users?

Option 1: Enable Teams Chat by wave, along with the migration of personal data.

Option 2: Enable Teams Chat for all employees from the start of the migration.

Evaluation

	Option 1: Enable Teams Chat by wave, along with the migration of personal data	Option 2: Enable Teams Chat for all employees from the start of the migration
Technical Feasibility	+ Slightly more simple as the enablement of Teams Chat will be setup in the migration sequence only (no need to plan a standalone service activation for the whole population at a given date)	blocked URL Teams packages will have to be massively installed on employees' machines from the start which may result in more technical errors & necessary troubleshooting
User Impact	+ Reduced confusion around calendars and file storage: Users aren't exposed to non-functional icons (Calendar, Files, OneDrive). blocked URL Coexistence must be clearly communicated on especially the way to check if a user is migrated or not. - Migrated users have to use two instant messaging platforms: Teams Chat with migrated users, Google Chat with others - Users in different GBUs cannot chat or call across Microsoft Teams and must continue to rely on Google Chat for cross-BU communication. - Risk of confusion or missed chat messages between migrated and non-migrated users.	+ All users (migrated or not) can chat and call immediately and stop using Google Chat. + Simplifies rollout communications on impacts/coexistence + Enables a single company-wide communication channel (Teams) blocked URL Mixed UX for file sharing: migrated users can upload files directly in the Teams chat, non-migrated users can't (only share Google Drive URLs) - Non-migrated users see tabs in Teams that won't be functional until they migrate (ex: Calendar), which may create confusion (ex: unable to schedule meeting, Teams calendar not displaying coherent information with the actual agenda of the employee...).
End User Support	+ Migrated users get full Teams functionality (chat, calls, meetings, files, calendar), others stay entirely on Google until they are migrated. + Support can focus on the migrated BU instead of the entire company.	- Support desk must handle two populations of migrated users: Users with full functionality (migrated), Users with limited functionality (chat/call only). - Potential tickets from non-migrated users ""Why can't I upload from my desktop?" and "Why is my Calendar empty / not working?"

Operational Efficiency	 Training and communications can be targeted and timed per BU.	 Switches the “flow” of chats on the target platform immediately
Other	 Teams’ adoption staggered — organization doesn’t reach the “network effect” of full collaboration until the last BU migrates.	 Eases early adoption via early exposure to Teams for all users NB: Teams’ usage metrics will look inconsistent: many users enabled but only partially active until migration completes. blocked URL Rebuild of SyRA Chat Agent to be defined
GBU /BSA /GBS Feedback	 1/13 votes (November 25th, GBU connection call)	 12/13 votes

See also

The following section describes relevant documentation:

Description	Repository

Version	Published	Changed By	Comment
CURRENT (v. 16)	May 08, 2026 15:35	TODESCHINI-ext, Gautier	
v. 15	Apr 30, 2026 16:08	TODESCHINI-ext, Gautier	
v. 14	Apr 30, 2026 16:05	TODESCHINI-ext, Gautier	
v. 13	Feb 19, 2026 11:52	CHUDZIAK-ext, Aleksander	
v. 12	Feb 19, 2026 11:10	CHUDZIAK-ext, Aleksander	

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