

LM01_KDD005 - Google Chat migration strategy

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



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 additionnal 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

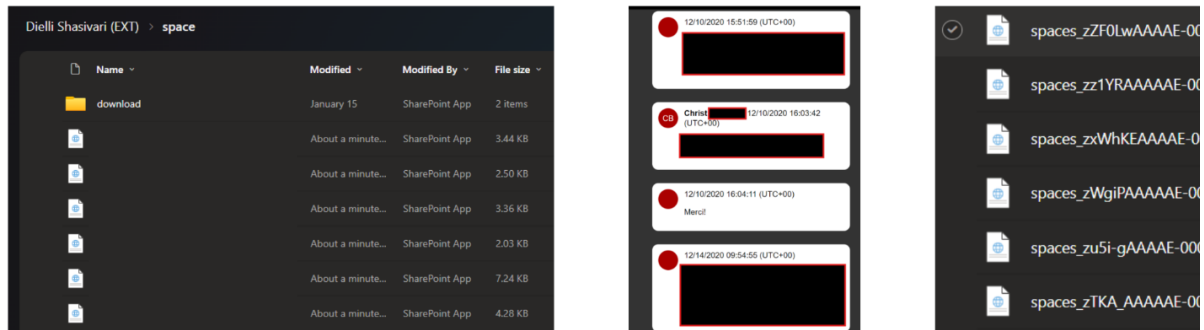
- Chat history doesn't hold legal grounds.

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.

Cloudiway

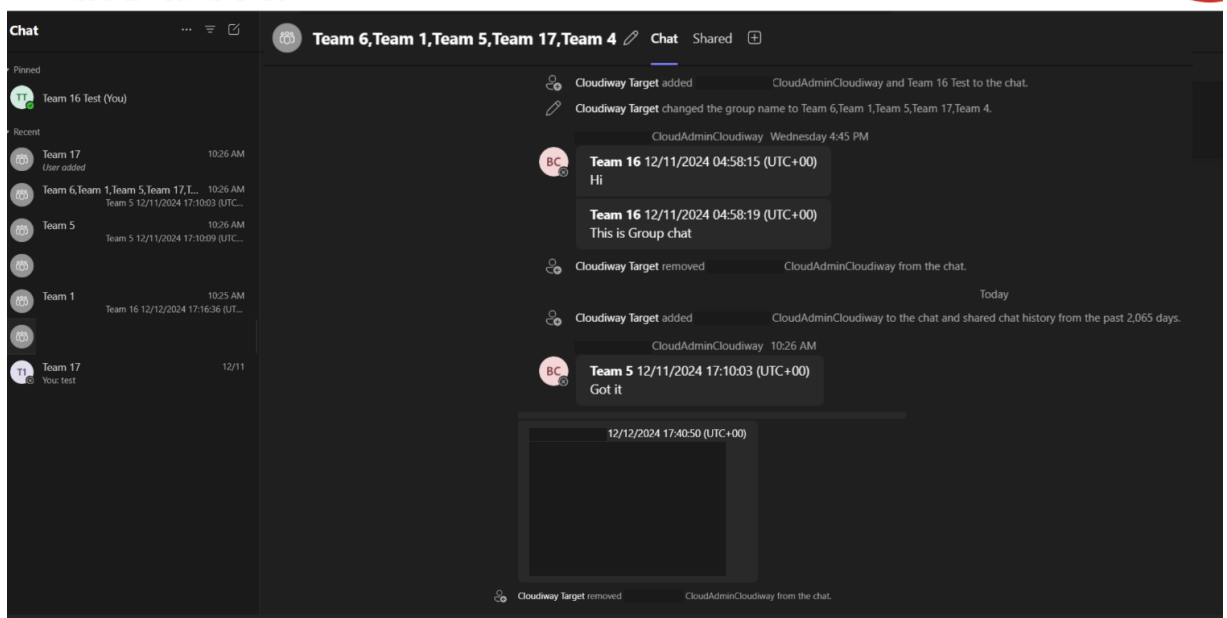
Results HTML



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

Cloudiway

Results Teams Chat



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

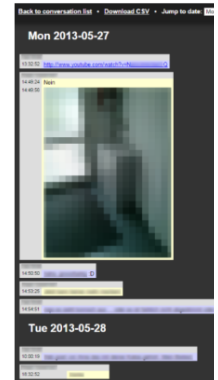
- Google Take-out results in JSON files
 - Manual End User work
 - Exported data requires Open-source tool

Google Take-out

Results JSON

```
{
  "conversation_state": [ {
    "conversation_id": {
      "id": "UyFuZKdH-erup4AaABQ"
    },
    "response_header": {
      "status": "OK",
      "debug_url": "",
      "request_trace_id": "3408153359812",
      "current_server_time": "1435148267588"
    },
    "conversation_state": [ {
      "conversation_id": {
        "id": "UyFuZKdH-erup4AaABQ"
      },
      "self": {
        "id": {
          "id": "UyFuZKdH-pd5a5BQ"
        },
        "type": "STICKY_ONE_TO_ONE",
        "self_conversation_state": {
          "self_read_state": {
            "participant_id": {
              "gaia_id": "1829634931965772",
              "chat_id": "1829634931965772"
            },
            "latest_read_timestamp": "1372681815876467"
          },
          "status": "ACTIVE",
          "notification_level": "NONE",
          "view": { "HIDDEN_VIEW" },
          "inviter_id": {
            "gaia_id": "1140861128677836",
            "chat_id": "1140861128677836"
          },
          "invite_timestamp": "137266686222898",
          "sent_timestamp": "1372681815876467",
          "active_timestamp": "137266686222898",
          "delivery_medium_option": {
            "delivery_medium": {
              "medium_type": "MAIL_MEDIUM"
            },
            "current_default": true
          }
        }
      },
      "read_state": [ {
        "participant_id": {
          "gaia_id": "1140861128677836",
          "chat_id": "1140861128677836"
        },
        "latest_read_timestamp": "1372681815876467"
      }, {
        "participant_id": {
          "gaia_id": "1829634931965772",
          "chat_id": "1829634931965772"
        },
        "latest_read_timestamp": "1372681815876467"
      } ],
      "has_active_hangout": false,
      "set_status": "ONE_TO_ONE",
      "set_toggle": "ENABLED",
      "current_participant": [ {
        "gaia_id": "1140861128677836",
        "chat_id": "1140861128677836"
      }, {
        "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

Criter ia	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
Techn ical Feasi bility	- Low maturity of this Cloudiway feature - Slow 3rd party Support - Empty group chats are created as soon as an exportation is launched	- User Action, cannot be done from Admin. - Exports data to Json file and reading the exported data requires Open-source tool	Low - disabling Takeout	- Migration: N/A - no actions to perform - Sunset of GWS: potential issues with chats still in use

User Impact	+ Chat can be exported as HTML and in a second stage can be imported in Teams - 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) - User mapping doesn't always work	- Exporting the chat history + spaces is a user action, technical and source of error - Reading the exported data requires Open-source tool. - Chat history not imported in Teams - Format is degraded (ex: pictures not available)	- Loss of history, without workaround	- Coexistence issue: chats coming to both platforms (potentially from the same people) + User can check history until license is revoked - No incentive to use new Technology
Security & Compliance	SIP required for 3rd party tool - Domain Wide Delegation necessary - Network/firewall exceptions necessary	- Watchpoint on using freeware - Watchpoint on what users could do with the extracted data (Takeout can be restricted to some services in particular)	N/A	
Time to implement	- Procurement & SIP delay - Tooling setup and testing required	- Depends on User	N/A	
Support impact	- High as above constraints will cause user issues and aggravation	+ Low as pretty straight forward procedure	- More tickets expected of users requiring access to their chat history	
Operational Complexity	- Tool and connection needs to setup and maintained during migration	- Open-source tool need to be assed by security + Versions have to followed up - Change management workload around users instructions for Takeout extracts	+ Any specific / critical case has to be managed centrally as users can't perform any action themselves	
Cost	- License(230,000€) + effort(100,000€)	+	+	+

See also

The following section describes relevant documentation:

Description	Repository
Workshop presentation	1.3 Teams & Collaboration Design
Workshop meeting minutes	Workshop meeting minutes
HLD: 6.Collaboration, page 99, 6.6Onedrive Sync page 103	1. SYENSQO-Microsoft365 High-Level Design v1.docx

Version	Published	Changed By	Comment
CURRENT (v. 25)	Feb 19, 2026 11:45	CHUDZIAK-ext, Aleksander	
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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