

Case Study

Migration of Microsoft 365 Tenant from GoDaddy to a Fully Managed Microsoft 365 Platform

For a US-based healthcare supply chain provider enhancing resilience, compliance and administrative autonomy



PROJECT OVERVIEW

A US-based healthcare supply chain organization partnered with Rishabh Software to regain full ownership and governance of its Microsoft 365 environment. The organization was operating under a GoDaddy-federated tenant that restricted visibility, limited security enforcement, and introduced compliance and operational risks. The goal of the engagement was to **migrate from GoDaddy to Microsoft 365**.



Capability

Cloud Infrastructure
Modernization



Industry

Healthcare



Country

United States

KEY FEATURES

The identity architecture was fully modernized as part of the **GoDaddy-to-Microsoft 365 migration**. This modernization removed the identity layer, transitioned the tenant to a Microsoft-managed authentication model, strengthened security and restored full administrative visibility.

Zero Downtime Production Cutover

A real-time transition plan was executed to ensure all communication and productivity services remained available. Users retained uninterrupted access throughout the cutover, with no password loops, sign-in failures or service degradation at any stage.

HIPAA Oriented Security Modernization

After the transition, the environment was secured using Microsoft 365 enterprise capabilities. MFA enforcement, Conditional Access, DKIM and DMARC alignment and least privilege role restructuring improved the overall security posture and ensured compliance with healthcare regulatory requirements.

Multi Layered Recovery Architecture

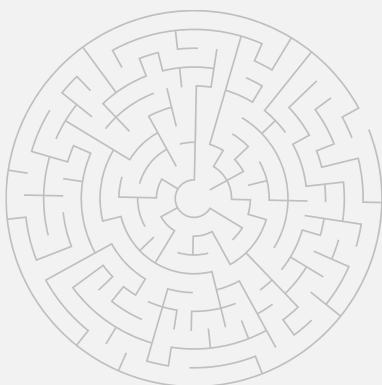
A comprehensive rollback strategy was prepared before the cutover. This included identity metadata backups, DNS and MX record snapshots, tenant configuration exports and mailbox-level recovery safeguards. These measures ensured immediate restoration capability if unexpected issues occurred while migrating from GoDaddy to Microsoft 365.

Advanced Diagnostic Preparation

The team performed extensive pre cutover analysis that included federation dependency mapping, DNS record audits, Exchange Online message trace validation and Azure AD object health checks. These diagnostics minimized hidden risks and enabled a predictable, controlled cutover.

CHALLENGES

- GoDaddy's hidden federation layer limited visibility, masked essential DNS configurations and created risk of tenant lockouts or mail flow failures during defederation.
- A fully representative test tenant could not be staged, requiring critical changes to be executed directly on the production environment with precision and minimal risk.
- GoDaddy's wrapper prevented direct enforcement of advanced controls such as MFA, Conditional Access and DKIM or DMARC, creating exposure to HIPAA non compliance and identity threats.
- Administrators lacked control over federation, DNS and authentication configurations. Migrating away from this environment required specialized expertise to avoid conflicts and maintain service continuity



SOLUTION

Rishabh Software executed a structured sequence to transition the domain from GoDaddy-managed authentication to Microsoft-managed authentication. Federation metadata was validated, proprietary GoDaddy configurations were removed and all users were shifted to managed authentication without disruption.

Safe DNS Transition and Mail Flow Protection

A staged DNS transition plan was implemented. Adjustments to MX, SPF, CNAME and autodiscover records were executed after TTL reduction, propagation review and pre validation. This controlled approach ensured mail flow continued without interruptions.

Post Migration Security and Governance Setup

Immediately after a smooth GoDaddy to Microsoft 365 migration, MFA was enforced across all users. Conditional Access policies were deployed, DKIM and DMARC were configured and geolocation-based governance was implemented. Administrator privileges were reviewed and minimized to follow least privilege principles.

Comprehensive Pre Cutover Analysis and Risk Mitigation

Before the transition, deep technical audits were completed including Azure AD sign in behavior analysis, stale object cleanup, license reconciliation, Teams and SharePoint health checks and Exchange connectivity validation. This preparation ensured predictable migration outcomes.

Coordinated Execution With Microsoft and GoDaddy Support

The team managed communication with Microsoft escalation teams and GoDaddy's backend operations throughout the transition. This ensured accurate timing for federation removal, DNS release and service synchronization. Effective coordination prevented conflicts and maintained operational continuity.

TECHNOLOGIES & TOOLS



Outcomes

100%

Uptime Continuous access to email, Teams, SharePoint, OneDrive and all business applications.

Zero incidents

No identity failures, no service interruptions and no data loss.

65%

improvement in tenant security posture Achieved through MFA, Conditional Access and role restructuring.

ABOUT RISHABH SOFTWARE

As a Digital Engineering and Enterprise Transformation leader, we empower businesses to scale, innovate, and thrive in today's digital-first world through technology rooted in trust and transparency. We leverage emerging capabilities such as Cloud, Data Engineering & Analytics, AI, Automation and Application Engineering to drive digital transformation and unlock new opportunities. We have successfully served across 25+ countries, and we work towards customer delight as "WE CARE."

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