

# Making the Move from Microsoft Teams to Slack

A strategic guide for enterprise IT leaders



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MICROSOFT TEAMS TO SLACK

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# Introduction

## Is “good enough” enough?

There is a version of this story you already know. Teams came with your Microsoft Enterprise Agreement, it was already on everyone’s laptops, and “free” is a compelling feature when you’re managing a technology budget. You rolled it out, people adapted, and the inertia of a working system tends to win.

For many, the Microsoft 365 platform feels “good enough.” But your Microsoft Enterprise Agreement covers Office 365 and Azure, and Teams is included in it—using Teams is a choice in the same way using Edge or Bing is a choice. In an enterprise environment, “good enough” is often the first step toward reaching a plateau in efficiency. Users are encouraged to settle for a tool simply because it is already there, massive inertia develops to start looking for innovations to help the business evolve. They become comfortable with friction and silos, and “adequate” becomes the silent killer of organizational velocity.

So why are organizations of every size migrating to Slack, some completing the transition in as little as four weeks?

It wasn’t because they were looking for a slightly better chat tool, or because they had an easy migration path in front of them. It’s because they stopped asking “which platform is better?” and started asking: “Is ‘good enough’ actually enough for us to operate the way we want to over the next ten years?” They realized that they had stopped challenging themselves to never settle. This shift in perspective moves the focus from a “Slack or Teams?” comparison to a fundamental structural choice: Do you want a collaboration layer that is a settled, structural constraint, or one that acts as a catalyst for growth?

Slack is an AI work platform.. It’s where all your apps, data, automations and AI live and work together on the strong foundation of your company knowledge. It’s where AI works. Now, with Slackbot, companies have a new way of how work gets done. Slack is not an add on to a productivity suite, it was built to be vendor agnostic and empower all users to build and access the solutions they need to move their work forward.

Organizations who moved to Slack recognized that the way information moves through a company genuinely compounds productivity. Get information moving right and every decision gets smarter, every new employee ramps more quickly, and every cross-functional initiative has less friction. Keep knowledge trapped and siloed behind a “good enough” standard, and you spend years working around the very thing that was supposed to help you work better.

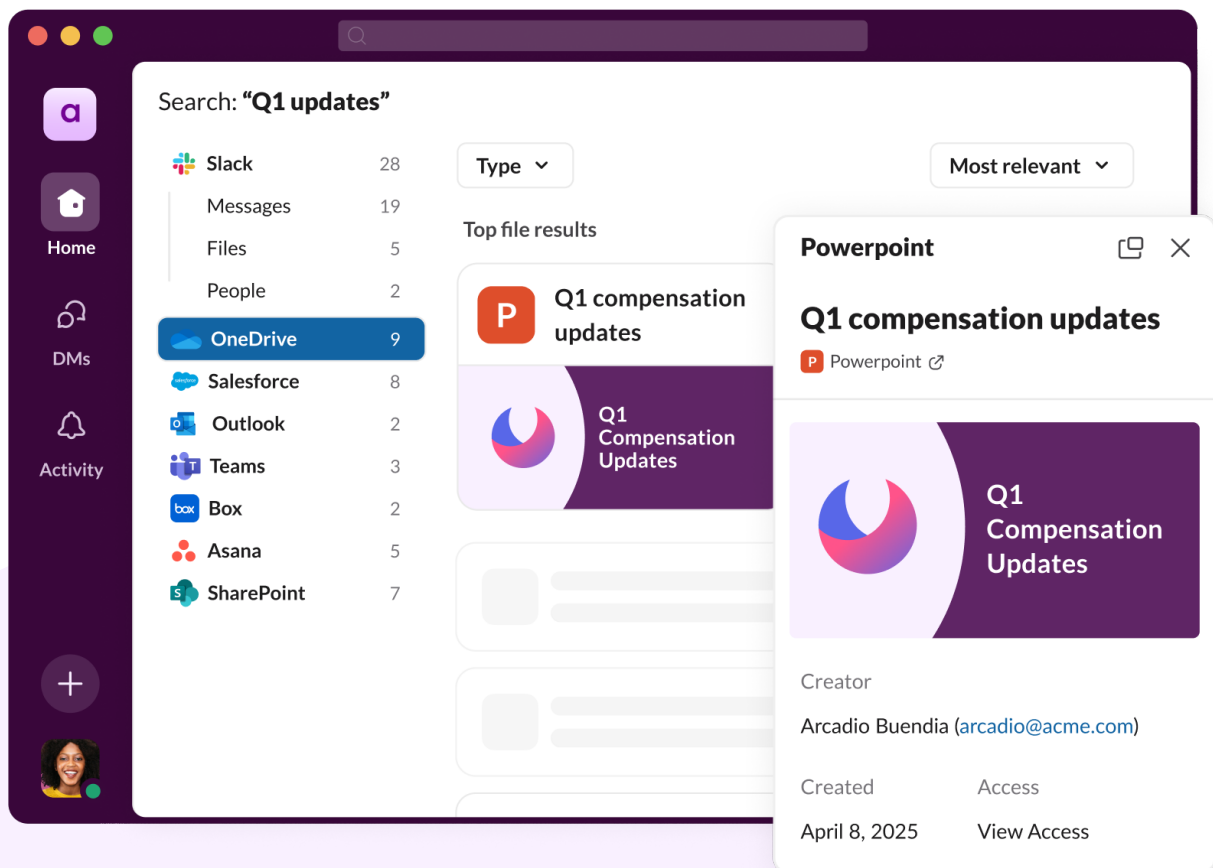
**This guide is for IT leaders who are ready to think beyond the status quo — not necessarily ready to decide today, but ready to understand what a transition involves, what changes, and what a realistic return looks like when you design for how your organization actually needs to work.**



# Slack as your connected AI work platform

The most common misconception about this migration is that moving to Slack means choosing between two ecosystems. That couldn't be further from the truth.

Choosing Slack doesn't mean abandoning your existing ecosystem. Instead, Slack acts as the engagement layer that pulls your Microsoft 365 tools out of silos and into the active flow of work. Your Outlook emails can be shared directly into Slack channels. SharePoint files surface with full previews. Calendar availability syncs automatically. Slack was built as an open platform. It doesn't compete with Outlook or SharePoint any more than it competes with Salesforce, GitHub, Jira, or ServiceNow. It connects to all of them (and more than 2,600 other apps through Slack Marketplace).



The organizations that move to Slack aren't adopting a new chat tool – they're choosing a fundamentally different way for information to move through their business. Here's what that looks like in practice:

**Search first, ask second.** When information lives in open, persistent channels – not with individuals – employees find answers without tracking down the right person or scheduling a call.

**Let channels drive decisions.** Work organized around topics rather than org chart structure means the right people are always in the conversation, and decisions are documented where they happen.

**Bring your entire tech stack into the flow.** With over 2,600 app integrations, teams stop toggling between tools and start working from a single, unified layer – your CRM, project management, HR systems, and more, all in context.

**Put AI where the work actually happens.** A structured, searchable, channel-based collaboration layer is a fundamentally better foundation for AI than fragmented chat logs and meeting recordings. It's why organizations building for an AI-forward future are making this move now. The organizations investing most seriously in AI-forward infrastructure are making this move now.

“**Since switching to Slack, it's been night and day. We solve problems faster because teams can communicate clearly and in one place.**”

**Eric Abbott**, Head of Engineering, Coastal

[Learn why Coastal made the transition from Microsoft Teams to Slack.](#)

# A proven transition playbook built by Slack Professional Services

We've learned that migrating from Teams to Slack is as much a change management exercise as it is a technical migration. The organizations that are most successful don't treat it as a one-time rollout, but as a structured transition with clear phases, ownership, and milestones. The following playbook reflects what we've seen work across hundreds of Slack deployments.

**Here's a peek into our Slack Professional Services playbook** built from migrations at some of the world's most complex enterprises.

## Curious about data migration?

[See how Slack Professional Services can help you bring data from Teams to Slack.](#)

## Phase 1: Prepare your foundation for an exceptional Day 1

Platform migrations thrive when they are thoughtfully planned for change management. Rather than viewing the weeks before launch as a technical hurdle, the most successful organizations treat them as an opportunity to design an amazing Day 1 experience.

### Phase 1 Check-List:

- Executive-level vision is set. By conducting a visioning brainstorm, you've aligned key stakeholders on the WHY behind Slack. This is messaging that will drive employee change during Phase 2.
- The workspace design matches your organization's structure. You've thought critically about your workspace(s) and the underlying policies and settings that support them.
- User management processes have been designed for employee provisioning and external collaboration (Slack Connect and Guests).
- The governance and user support model is drafted. Your "Slack Governance Team" has key roles and responsibilities, and you've created a process to answer key employee support questions related to the migration and Slack learning.

## Phase 1 Check-List Cont. :

- Initial communications and training plans are underway. Messaging is drafted for employees to recognize what's in it for me. In Phase 2, they'll be invited to live training sessions or pointed directly to self-serve resources.
- Business-critical processes are identified and prioritized. You're prepared to set these up using Slack-first solutions in Phase 2. This can also include setting up Slack AI, Enterprise Search, Slackbot, and app integrations, when applicable.
- Consider Teams data migration. Assume most data will not move and understand if there are any exceptions that require special handling.

## ADDITIONAL CONSIDERATIONS:

**Intentional organizational design.** Your workspace is a structural choice that reflects how your business actually functions. By mapping where subject matter expertise lives and who needs to stay informed to keep the organizational momentum moving, you create a workspace designed for real-time, cross-functional flow. Within Salesforce's Enterprise+ instance of Slack, we leverage 2 workspaces: Internal and External and have unique policies set up to support these 2 major uses of Slack.

**Big-bang vs phased rollout.** Some departments may be more ingrained into Teams than others. If those teams need more time to transition over, plan a thoughtful phased rollout. But remember: the longer the rollout, the longer you'll need to manage both platforms. Move swiftly to avoid duplicative efforts.

**Strategic stewardship.** High-functioning deployments benefit from a clear platform owner who treats the digital workspace as an evolving product. This Slack Product Owner role provides the glue that makes organizational agility sustainable.

**A designed day 1 experience.** The first five minutes in a new platform are a prime opportunity to build advocates. When users arrive to find their relevant channels already populated with context and a clear path forward, the transition feels like a promotion in how they work. By building tailored Day 1 experiences for different roles—like sales reps or engineers—you ensure every employee feels that the move was designed specifically for their success.

*Phase 1 is successful when the Slack environment is preset with Day 1 channels and processes, and the Slack Product Owner and governance team knows what success looks like for Slack.*

## Phase 2: Maintain business continuity through transition

Phase 2 requires disciplined clarity: ensuring users know exactly where work happens so that adding a new tool reduces friction instead of increasing it. In an enterprise environment, this is rarely a “flip the switch” moment. Success requires navigating the real-world complexity of phased rollouts and co-existence periods without losing momentum.

### Phase 2 Check-List:

- Communications are distributed with the launch details. Get your users excited with the “why” and manage the “co-exist period” with clear communications on when and how Teams features will be retired.
- Business critical use cases are designed using Slack-Native solutions. Don’t just lift-and-shift, but build channels, workflows, etc. that work specifically for Slack.
- Data migration begins when genuinely required. In conducting hundreds of Slack launches, we seldom found data migration to be a requirement. Reference the “What about my data?” section for more details.
- Create FAQs and establish live trainings and/or office hours to support your users.

### ADDITIONAL CONSIDERATIONS:

**Lead communications with the “Why”:** When a rollout happens in phases, things will feel messy for a while – that’s unavoidable. What matters is that people understand why the change is happening, not just when it affects them. If leadership is clear about the business impact (not just the rollout plan), people are much more willing to deal with the temporary friction of using two tools.

**Co-exist clarity:** When both tools are live, people will default to whatever feels easiest unless you're explicit. Be clear about where different types of work should happen and stick to it. If Slack is meant to be the primary place for collaboration and productivity, that needs to show up in both guidance and day-to-day behavior. Time box the transition by setting clear expectations for when Slack becomes the default and what's getting phased out.

**Critical workflow migration first:** Don't try to move everything over at once. Focus on a handful of workflows that really matter and make sure they work well using Slack-native functionality from the start. This is also a time to leave behind processes that weren't serving your business.

*Phase 2 is successful when the conversation shifts from "Why am I in a new system?" to "How do I automate this process in Slack?" This shift in inquiry is the definitive signal that the transition has moved from a technical migration to a successful organizational adoption.*



## Phase 3: Transform your organization

The migration is complete, adoption is solid, and the instinct for most IT organizations is to close the project and move on. However, Phase 3 is where the investment begins to pay exponential returns by shifting from a tool that “works” to a platform that “drives work forward” – moving from good enough to truly transformative.

### Phase 3 Check-List:

- A roadmap has been created and prioritized with org-wide and BU-specific integrations and use cases. You’ve met with early adopters and slower-to-adopt BUs to document processes that can be brought into Slack through out-of-the-box functionality and/or custom code.
- The Slack Governance team continues to meet to review employee feedback, iterate, and push out new capabilities.
- More advanced training is available for employees to take advantage of channel best practices, workflow builder tools, and app integrations.
- Slack advocates are identified and use a Slack channel (or other forum) to crowdsource ideas and share wisdom.
- Duplicative tools can be retired. When it makes sense, rationalize your technology stack and increase ROI on the tools that are working best for your organization.

### ADDITIONAL CONSIDERATIONS:

**Drive value with department-specific use cases.** Phase 3 is where you take the identified use cases and transform them into high-impact workflows that save time and excite users. Here’s ideas to kickstart your own Slack roadmap.

- **For Sales teams:** Move from reactive to proactive with CRM-triggered Alerts. Sales teams benefit from account updates and collaboration about opportunity next steps.
- *Opportunity Channel collaboration:* Bring next steps and opportunity updates (triggered from changes in Salesforce) directly into channel for collaboration with the broader deal team on blockers and action items.

- **For Engineering teams:** Empower teams to build on their own with Slack's comprehensive SDK or, more simply, with workflow builder.
- *The Incident Command Center:* Use one-click workflows that spin up a "war room" channel, invite on-call engineers, and create a Jira ticket automatically the moment a system alert triggers. When incident is resolved, use Slackbot to summarize the root cause analysis.
- **For Finance & Operations teams:** Eliminate the "email chain" audit trail that predates modern collaboration. Transition approval workflows from fragmented internal mail to Automated Approval Paths in Slack, ensuring every decision is timestamped and visible.
- **For HR & People teams:** Solve the challenge of onboarding consistency at any scale.
- *The Onboarding Concierge:* Deploy automated "Drip" workflows that welcome new hires with essential documents, introduce them to teammates, and add them directly to relevant channels.

**Empower internal evangelists.** By identifying and empowering internal "Slack Champions" within every department, you turn your workforce into a distributed design and enablement team. As you provide these champions with the tools and agency to iterate, you move from a centralized IT rollout to a self-sustaining culture of innovation.

**Promote use case value and transformation.** Track Slack value through various outcomes: time saved, decisions accelerated, meetings eliminated, incident time reduced. Share these use case successes publicly so that other teams can see what's possible and start asking whether the same thing might work for them.

*Phase 3 has no defined endpoint. As the organization grows, the platform grows with it, bringing new use cases and integrations that ensure the company never settles for "good enough" again.*

# What about my organization's data?

The above playbook focused on key change management activities. In addition, a successful Teams-to-Slack migration requires addressing your data needs.

**Most organizations don't need a massive data migration to successfully transition to Slack.** Instead of a complete "lift and shift," focus on configuring Slack for future workflows while preserving access to essential information. Often, historical data can remain exactly where it is, staying easily accessible through tools like [Slack Enterprise Search](#).

If migrating Teams data is a requirement for your organization, Slack Professional Services offers the tooling and expertise to support that process. Because Teams data migration relies on proprietary tooling developed and maintained by the Slack PS team, working with them is the recommended path for organizations that need to move historical chats, channels, or files. Start first by identifying your most critical data and conversations, then review the below table to learn more about the framework.

Migrate Data with Slack Professional Services		
Data Type	Migration Activity	Professional Services Level of Effort
<b>Channel Architecture &amp; Membership</b>	Create & preseed channel structure in Slack (e.g. channel name, privacy, channel manager, membership); focus on recreating the spaces where work gets done	<b>Low</b>
<b>Private Chat/Channel Messages</b>	Move the history of channel messages and chat data into corresponding channels and Slack DMs	<b>Medium to High</b>
<b>File URLs (if moving off Sharepoint)</b>	Original file URLs can be replaced with new cloud URLs (at the time of data migration). This requires files to be migrated to a cloud drive (e.g., Google Drive) prior to completion	<b>Medium</b>

# Frequently asked questions

## Do we have to leave Microsoft 365 to use Slack?

Not at all. Most organizations continue using Microsoft 365—Outlook, SharePoint, OneDrive, Excel—while adopting Slack as the engagement layer for work.

Slack integrates directly with Microsoft tools, bringing emails, files, and calendars into a shared, channel-based workspace. Rather than replacing your Microsoft investment, Slack unlocks more value from it by making information accessible and actionable across teams.

## Can Slack and Teams run at the same time during the transition?

Yes. In fact, we frequently see this scenario. Many organizations run both platforms temporarily during a phased rollout. The key to success is clarity:

- Define what work happens in Slack vs. Teams
- Communicate timelines for transition
- Avoid duplicating workflows across both tools

## What's the learning curve?

Slack is designed to be intuitive, and most users reach basic proficiency within their first week. While onboarding and communication help, the more important investment is in designing your channel structure and workflows upfront. When done well, employees arrive on Day 1 to a workspace that already reflects how they work, which makes adoption feel natural.

Model and reinforce the behaviors you want teams to adopt, and build on that foundation over time. As users grow more comfortable, introduce advanced capabilities through a progressive enablement series and encourage peer learning through a Champions program.

Consider using the introduction of Slack to shift behaviors in the following areas:

1. Private info → a shared repository of data
2. Endless meetings → asynchronous collaboration in channels
3. Looking for the expert → search-first for FAQs via Slack search or Slackbot

## What breaks when we switch?

Anything tightly coupled to Teams will need to be rebuilt or replaced. This typically includes custom apps or bots built on Teams APIs, Power Automate workflows triggered by Teams events, and integrations that rely on Teams as their primary notification surface. Phase 1 preparation should include identifying this list early. In practice, many low-value or low-usage workflows become clear candidates for deprecation rather than migration. This turns the cutover into a useful audit of how work actually gets done.

## Who owns the migration internally?

A successful migration is led by a cross-functional governance team with clear roles and accountability. At the center is a Slack Product Owner who is responsible for the overall vision, governance model, and key decisions around channel architecture, policies, and user experience. This is typically a senior IT leader or technical program manager.

Surrounding that role is a broader team that includes:

- **IT and Security**, to manage provisioning, compliance, and integrations
- **Business unit stakeholders**, to define and validate how work should happen in Slack
- **Change management, communications, and training**, to support onboarding, drive adoption and clarity during transition
- **Internal champions** to evangelize the “why” and best practices across their peers

## How do we manage employee resistance?

Employee resistance usually isn't about the tool. It's about whether the new way of working actually feels better. The most effective approach includes driving and showing value early.

Focus on a few high-impact early wins that show what good looks like. Build them well, make them visible, and let other teams take cues from them. Once people see faster decisions, fewer meetings, and easier access to context, momentum builds on its own.

From there, it's about reinforcing the basics. Be clear about where work happens, keep communication consistent, and support people as they learn. When the new way is clearly better, resistance tends to take care of itself.

# Ready to get started?

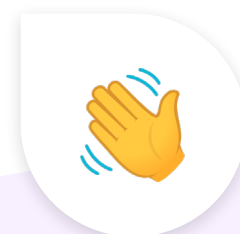
The objection most IT leaders carry into this conversation is a reasonable one: you've already rolled out Teams, the organization has adapted to it, and starting over sounds like exactly the kind of project that gets announced at an all-hands and regretted for two years afterward.

But this isn't starting over. It's completing a transition most organizations are already somewhere in the middle of – away from work organized around meetings, email chains, and information that lives with individuals, toward something more connected, more persistent, and better suited to the way knowledge work is actually evolving.

The question isn't whether that transition happens. It's whether you design it or inherit whatever shape it takes when no one is paying attention.

The actual risk isn't the migration. It's spending another year on infrastructure that wasn't built for the way work is evolving – or for the AI that's about to accelerate it.

**To learn more about transitioning  
from Teams to Slack  
[contact our Slack team today.](#)**





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