Benefits

- Delivers a better and more controlled customer migration experience with a faster time to benefit

- Provides high levels of automation around the migration process, increasing accuracy and confidence – with the option to fully audit the data and process

- Improves efficiency and reduces the demand on internal, skilled, and scarce technical resources

- Reduces risk by implementing a predictable, robust based migration process

- Avoids serious outages resulting from errors and misconfiguration

- Improves planning thorough deep data analysis and quality review processes

- Protects data security and integrity through access control, audit logging and robust database storage

- Provides flexibility to cater for a wide range of customer-specific migration scenarios and requirements

- Integrates with existing business processes and approvals

VOSS MIGRATE

Fast and efficient migration and on-boarding of large volumes of users, devices, and services to the latest UC solutions

Migration, Transformation and Change

Enterprise organizations are taking advantage of the latest digital workplace tools to be more efficient across multiple geographies, sites and units, with an increasingly diverse and mobile workforce. Many also still make heavy use of legacy systems, resulting in a need to carefully manage the transition to new UC solutions.

Migration is transformational. Large volumes of users, devices and services must be moved – along with large volumes of associated configuration and service data. Attempting this manually or with bulk loading is fraught with danger: errors are made, there is too much data to be checked and correlated, and the process is slow. Long freeze periods are required, the migration becomes unnecessarily complex, and resolving user issues leads to significant post-migration costs.

Introducing VOSS Migrate

VOSS Migrate is a proven path to the latest UC solutions, introducing automation across the migration lifecycle, handling largescale and complex datasets, and introducing transformation rules, to reduce the reliance on manual processes, ad-hoc tools, and disjointed mechanisms, ensuring a seamless, secure, and efficient migration.

VOSS Migrate is designed for:

Service providers (hosted, managed, and SIs) who want to reduce time to revenue while on-boarding new customers – or who want to migrate customers to the latest UC solutions.

Enterprises and government working to reduce the cost and complexity of migrating to the latest UC solutions.

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Migration Scenarios

VOSS Migrate provides a flexible platform for a variety of migration scenarios:

UCaaS Providers
- Migrate to latest UCaaS version
- On-board new customers

Managed Service Providers
- Consolidate legacy solutions
- Migrate legacy TDM to latest UC

Enterprises
- Migrate from on-premises to cloud solution
- Move to Microsoft Teams

MASS MACD Support
- Site moves or site dial plan upgrades
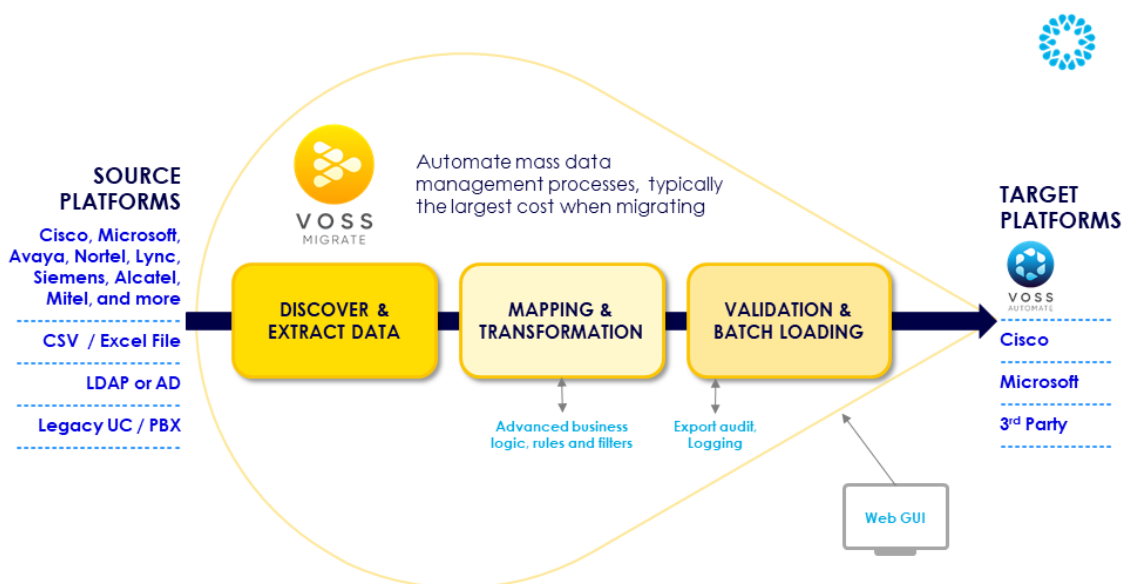- Changes to numbering plans

Feature Specification

VOSS Migrate rapidly and efficiently migrates large volumes of users, devices and services to the latest UC solutions available. VOSS Migrate works with a wide variety of voice and UC platforms to migrate your data: from an older UC solution release to a newer version, or from a legacy PBX infrastructure to the latest cloud-based solution, or from on-premises to a hybrid UC solution. It is available to service providers and enterprises or government organizations to reduce the time, cost, risk, and pain associated with large migrations.

VOSS Migrate can be delivered as a product for use by providers and enterprise organizations, or as part of a managed service package whereby the full migration is managed and delivered by VOSS Global Services.

VOSS Migrate is available both in the cloud and can also be installed on-premises as a single virtual machine and connected to both the source (where users are being migrated from) and target (where users are being migrated to) platforms.

How it Works

SOURCE PLATFORMS
Cisco, Microsoft, Avaya, Nortel, Lync, Siemens, Alcatel, Mitel, and more
CSV / Excel File
LDAP or AD
Legacy UC / PBX

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Automate mass data management processes, typically the largest cost when migrating

DISCOVER & EXTRACT DATA

MAPPING & TRANSFORMATION

VALIDATION & BATCH LOADING

Advanced business logic, rules and filters

Export audit, Logging

Web GUI

TARGET PLATFORMS
VOSS AUTOMATE
Cisco
Microsoft
3rd Party

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Web portal	VOSS Migrate provides an intuitive web portal to allow project teams to control their migration projects and to review data before loading into the target platform. The web portal is password protected and these credentials control which projects a particular login has access to.
Migration approach D-E-T-V-L	The VOSS Migrate methodology is a DETVL approach that automates the processing of large amounts of user and service data, with high rates of accuracy, using the following steps: • Discovery - legacy PBX discovery and export (multi-vendor) • Extract – data extraction, clean, and normalization • Transform – data transformation and enrichment • Validation – review and edit • Load – batch migration
Project containers	For efficiency and rapid project start-up, one instance of VOSS Migrate can be used for several migration projects, each managed by a separate team. The data and settings related to each project are managed separately and access is controlled through RBAC (role-based access control) settings.
Discovery and extraction	VOSS Migrate is designed for deep data discovery and audit, extracting from multiple sources to capture all pertinent data. This step is essential for planning and design and can be completed without impact to users. Typical data extracted from the source platform includes:

User data	Phone data	Lines
Hunt groups	Pickup groups	Line groups
Call forwards	Speed dials	Line labels
Dial plan	Partitions	E164 number plan
Voicemail	LDAP sync	CSS / COS / profiles
Analogue ports	Gateways	SNR (single no. reach)
EM (hot desking)	Soft keys	Button templates

Review and edit	Once extracted, the data can be cleaned, updated, and viewed from the VOSS Migrate web portal. If required, these views can be exported for offline review, audit, and sign-off, before proceeding with the migration process.

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Mapping, transformation, validation and loading

Business rules and logic are applied to clean, modify, and enrich the data in preparation for migration. Manual data tasks are automated. Data currency issues are reduced through regular loading/refreshing of the imported data. Once transformed, the data is reviewed and edited through the VOSS Migrate browser-based interface. This real-time validation is superior to spreadsheet data reviews for ease of use and accuracy. Validation ensures data-integrity prior to loading.

- Rules-based normalization, transformation, and filtering of data
- Data editing via user interface with search, sort and filter functions
- Validation against target schema to highlight invalid data
- Excel 'direct load' format to support mass changes and updates

Automated batch-based loading moves the data into the target platform in preparation for a site cutover. The target platform is normally the VOSS Automate provisioning system and this in turn can provision into a variety of modern UC solutions. Loading into VOSS Automate is fast with several transactions running in parallel. Provisioning successes and failures are captured and logged for review.

Supported targets (via VOSS Automate):

Cisco CUCM / CUC version 10.5 or later
Cisco Webex Teams
Cisco Unified Contact Center Express (UCCX)
Microsoft Skype for Business – on-premises and online
Microsoft Teams
Avaya Aura Communication Manager

Rules and filters

Standard Rules can be configured in VOSS Migrate to filter and transform the source data prior to loading into the target platform. VOSS Migrate includes a set of standard library rules; further rules can be configured for the project as required to meet the requirements of the migration process.

In addition, Advanced Rules can be provided by VOSS to meet the most demanding migration requirements. These rules are provided as scripts and are loaded into VOSS Migrate, becoming visible from the web portal.

Batching and scheduling

The migration process can be segmented into batches which are aligned with the cutover schedule. Each batch typically contains a nominated set of sites and these in turn contain users, devices, and associated services. During a migration, the process will normally be tested with a model office test site, followed by batches of live sites (of increasing size as the migration progresses).

VOSS Migrate provides full roll-back facilities of batches or individual sites in the case where issues are encountered during the migration process.

VOSS MIGRATE

Sources	The following source platforms are supported – these are where data pertaining to users, devices, and service settings is retrieved from:

Cisco UC – CUCM / CUC version 4.0 or later using either a BAT CSV file import or direct connection (AXL data)
Cisco Call Manager Express (using backup configuration files or direct connection)
Cisco Unified Contact Centre Express (UCCX)
Bulk loading sheets in Excel or CSV format

Other legacy PBX systems are also supported – these require the installation of a discovery server to normalize the data for import into VOSS Migrate. Support through this route is provided for Avaya, Ericsson, Mitel, Nortel and Siemens.

Contact VOSS to discuss your specific platform requirements.

Transaction & change log	All migration activity is recorded in the VOSS Migrate transaction log to provide a full audit and traceback capability. This log also provides mechanisms to rapidly identify issues encountered during a batch migration for fast resolution.

Access control	Access to VOSS Migrate is controlled using secure admin credentials and these in turn are associated with comprehensive RBAC role profiles.

Machine specification	For on-premises installation, VOSS Migrate is designed to run as a virtual machine on a VMWare environment with a fixed IP address. The specifications for the machine are:

4 x vCPU	16GB RAM	100GB DISK (thick provisioned, eager zeroed)

Optional add-on legacy discovery server:

Windows 2003/2008 minimum (x32 or x64) machine with SQL Server 2005 or greater		
IIS 7	RDP enabled	250MB DISK

VOSS migration experts have been performing complex UC migrations for over 15 years. This experience has led to mature processes and best practices to help your organization rapidly and efficiently migrate large volumes of users, devices and services to a next generation UC platform.

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