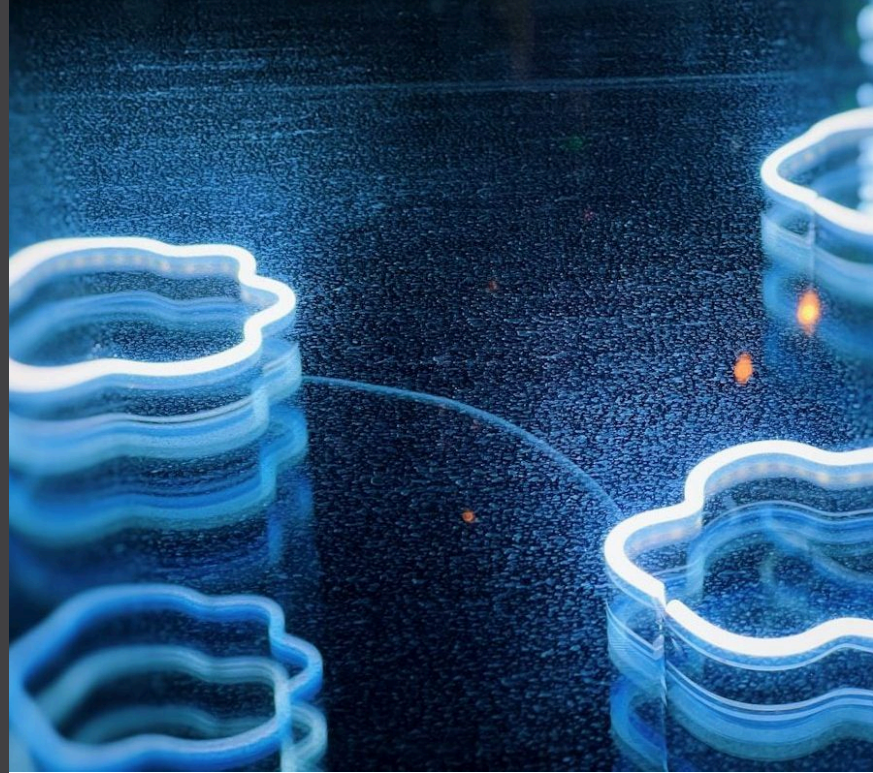




VOSS Migrate

**Migrate at scale.
Transform with confidence.**

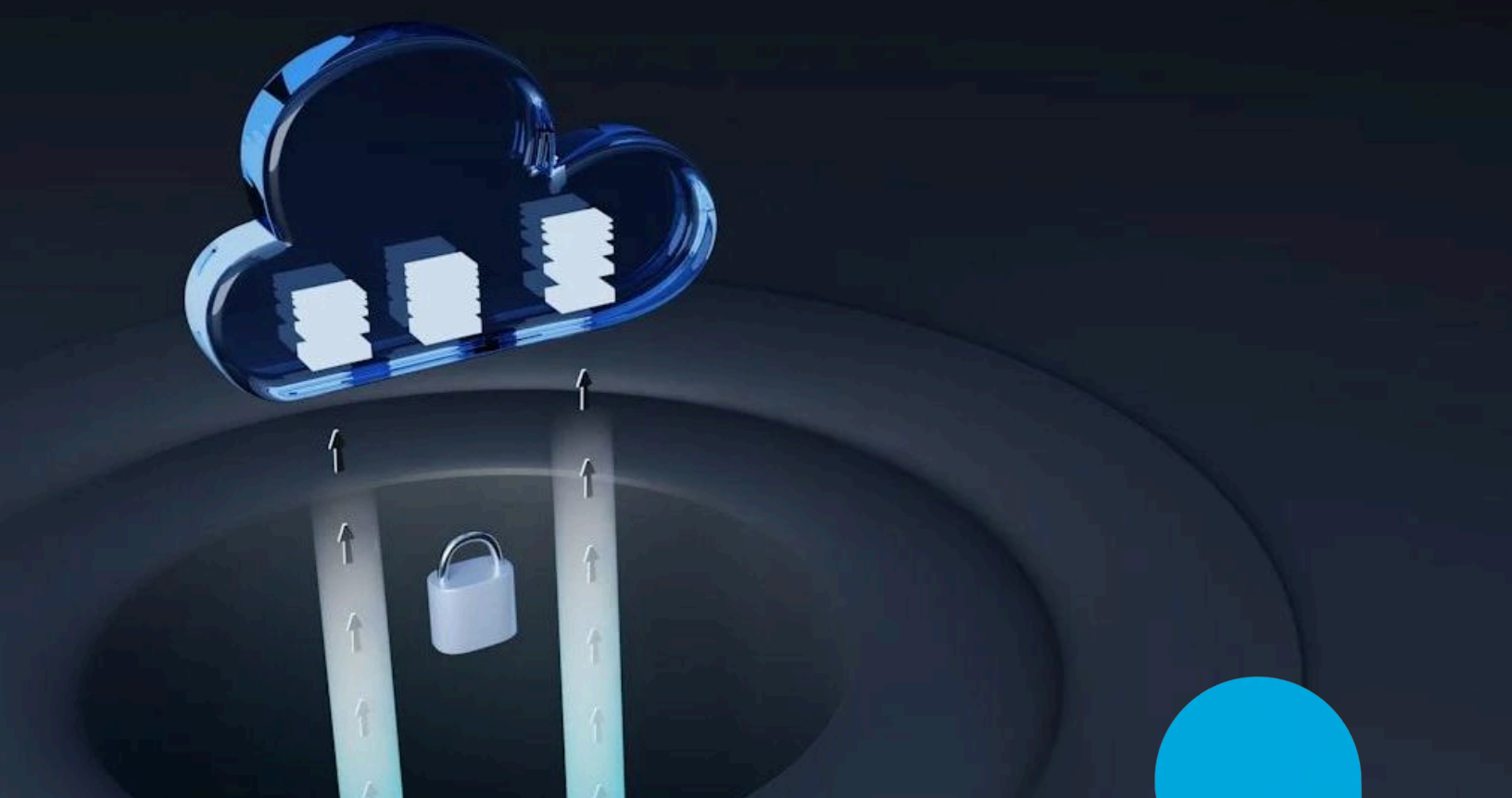
VOSS Migrate is a powerful automation engine that enables fast, secure migration of large and complex digital workplace platforms. It moves users, devices, services, dial plans, and associated configuration data with precision and control.



Fast and efficient migration and onboarding of large volumes of users, devices, and services to the latest digital workplace platforms.

Manual migration and bulk loading introduce risk, long freeze periods, and costly post-migration fixes. VOSS eliminates these challenges through intelligent discovery, structured data transformation, and automated provisioning workflows.

From site moves and dial plan upgrades to full enterprise transformation, VOSS Migrate delivers faster project execution, reduced risk, and minimal user disruption – at a global scale.



Why migration matters

Modern collaboration is moving fast. Enterprises and service providers are consolidating platforms, adopting cloud, rolling out Microsoft Teams and Webex, modernizing contact centers, and preparing for AI-driven workflows. Yet migration at scale remains a critical barrier.

VOSS Migrate is an intelligent automation solution, built on the VOSS automation fabric, designed to move users, devices, policies, and services quickly, securely, and with minimal disruption. Whether consolidating multi-vendor estates, transitioning to cloud, or modernizing legacy UC platforms, VOSS delivers structured, repeatable, enterprise-scale migrations.

V O S S M I G R A T E

The challenges we solve

- ✓ Multi-vendor fragmentation: Migrations across Cisco, Microsoft, Avaya, Webex, and hybrid systems demand deep data transformation and normalization.
- ✓ On-premises to cloud transitions: Move legacy infrastructure to cloud platforms without service disruption or compliance risk.
- ✓ AI and automation readiness: Ensure data is clean, standardized, and ready for AI-powered collaboration, analytics, and security.
- ✓ Operational complexity at scale: Migrate tens of thousands of users across hundreds of sites seamlessly.
- ✓ Cost and resource pressure: Reduce errors, support tickets, and reliance on scarce skilled resources.
- ✓ Bulk MACD and transformation: Automate mass changes like dial plan redesign, site consolidations, numbering normalization, and policy updates.

VOSS Migrate combines intelligent, automation with deep and control, turning complex, high-risk migrations into predictable, low-impact transformations.

How it works

VOSS Migrate enables rapid, efficient migration of large volumes of users, devices, and services to the latest UC platforms. It supports a wide range of voice and collaboration systems—whether moving from an older UC release to a newer version, transitioning from legacy PBX infrastructure to a cloud-based solution, or shifting from on-premises to hybrid UC environments.

Designed for service providers, enterprises, and government organizations, VOSS Migrate reduces the time, cost, risk, and complexity of large-scale migrations.

It can be deployed as a standalone product for in-house use, or delivered as a fully managed service by VOSS Global Services, taking care of entire migration process from start to finish.

VOSS Migrate is flexible in deployment, available in the cloud or as a single on-premises virtual machine, connecting to both source and target platforms to ensure a secure, automated, and predictable migration.

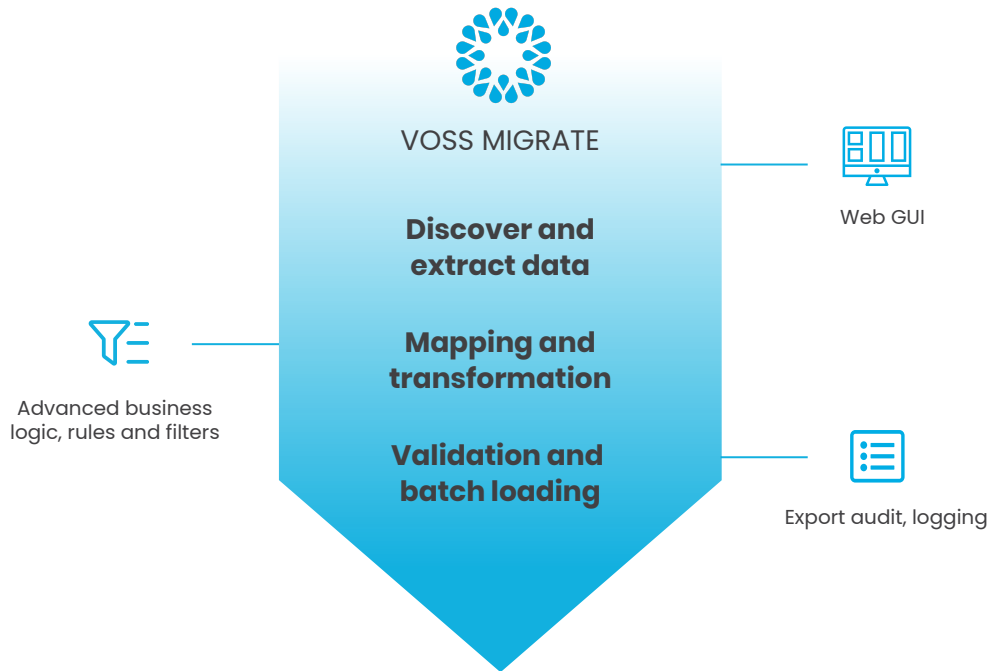


HOW IT WORKS

SOURCE PLATFORMS



CSV / Excel file | LDAP or Active Directory | Legacy UC | PBX



TARGET PLATFORMS



The benefits

VOSS delivers a smoother, more controlled migration experience with faster time to value:



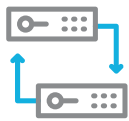
Automated and auditable

High levels of process automation improve accuracy and confidence, with full data and process auditability.



Resource efficiency

Reduces reliance on scarce skilled technical staff while improving operational efficiency.



Predictable and low-risk

Structured, robust migration processes minimize errors and misconfiguration.



Business continuity

Avoids outages and service disruption during complex migrations.



Data-driven planning

Deep data analysis and quality checks support better migration planning.



Secure and reliable

Protects data integrity with access controls, audit logging, and secure database storage.



Flexible and adaptable

Handles a wide range of customer-specific migration scenarios.



Seamless integration

Works with existing business processes, approvals, and workflows.



In a recent project, VOSS migrated

30k
users

1,100
sites

4
months

The manual migration would have taken at least 6 months. This resulted in the company saving **\$500,000** and reporting at **290% ROI**, without considering the two months' additional months' revenue.

On the other side of the globe, an Australian Bank successfully migrated 17,000 phones in one weekend.



Technical Details

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. A sampling of 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
Analog ports	Gateways	SNR (single no. reach)
EM (hot desking)	Soft keys	Button templates

Technical Details

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.

Transaction and 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.

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 platform, and this in turn can provision into a variety of modern UC solutions. Loading into VOSS is fast with several transactions running in parallel. Provisioning successes and failures are captured and logged for review

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.

Technical Details

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.

Transaction and change log

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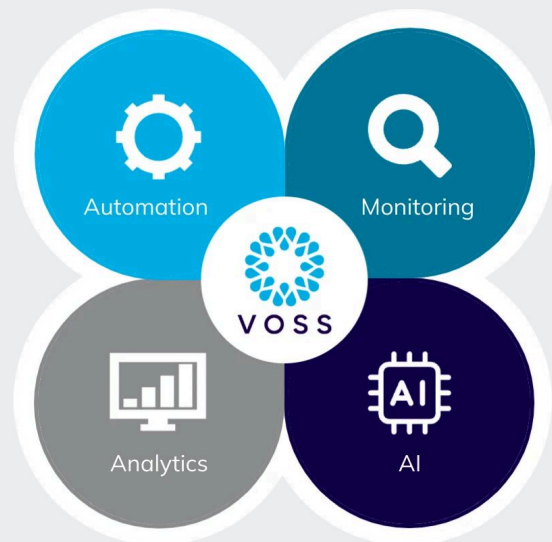


THE VOSS SUITE

At VOSS, we empower our customers to reduce operational costs, improve service reliability, strengthen governance and data protection, and adapt their digital workplace as business models, employee expectations, and organizational requirements evolve.

The VOSS platform is the foundation of our product suite. Each product - from automation to monitoring and analytics - is built on the same consistent framework, providing a common set of tools, data, and integrations across your digital workplace.

The platform unifies four essential capabilities in a single architecture - automation, monitoring, analytics, and AI - offering a unified foundation for managing complex enterprise environments. By integrating with core business systems and collaboration platforms, VOSS enables you to automate operational workflows, enforce governance, and gain real-time visibility into performance and across employees, devices, and infrastructure.



VOSS Discover provides a comprehensive inventory and analysis of your collaboration and digital workplace tools, enabling you to understand your current environment, identify inefficiencies, and plan transformations with precision.



VOSS Migrate automates the extraction, transformation, validation, and loading of users, devices, and collaboration data, reducing the risk, cost, and complexity of any large-scale migration or platform change.

[Find out more](#) about products that solve real-world challenges in your organization.