



PRE-MIGRATION

Discovery, readiness and other pre-flight checks prior to customer migration

Overview

For our partners across the UK, Support to Win's UCaaS and CCaaS migration expertise is often focused solely on execution – managing the process of migrating customers from one service to another. We can also take on the pre-migration work around discovery and readiness assessment to ensure a complete end-to-end migration service.

As with all our migrations work, our pre-migration work is platform agnostic.

Scope

The scope of STW pre-migration services includes but is not limited to:

- Present state discovery
- Asset audits
- Feature parity/gap assessments (between pre and post-migration services)
- Data normalisation
- User cohort segmentation
- End user communication strategy and design

Many aspects of our pre-migration work benefit from automation or can be executed manually, with the choices of approach able to suit different budgetary and timescale requirements.

Benefits

Harnessing Support to Win pre-migration services brings the following benefits:

- Faster overall project delivery
- Reduced risks affecting immediate and long-term customer success
- More strategic customer relationships owing to well-informed, accurate and detailed data insights
- Positive continuation of your customers' brand experience via STW white labelling.
- No impact on BAU activities.