



MIGRATE

Enable strategic shifts in platform and network

Service Overview

The Support to Win Migrate service empowers comms providers and partners to execute their business and technology strategies. Whether seeking to realise rapid, low-risk consolidation following M&A, or migrate customer bases from old platform to new, our specialist services will unlock significant value.

Our migration methodology has been perfected to ensure success to appropriate timescales and with minimal disruption.

Plus, we sit across all vendor technologies making us uniquely positioned to handle major migration projects for operators and service providers, be it from platform to platform, network to network, on-prem to hosted or TDM to IP.

Features

- Comprehensive migration planning for individual accounts through to large-scale mass migrations
- End-to-end management of the customer journey from legacy decommissioning to data discovery, provisioning and end-user training
- Onsite and virtual/remote engineering options
- Complete migration and implementation plan comprising all technical and human factors
- Full technical migration build
- Porting management and user migration with defined time periods and SLAs
- Full early-life management including handling of inbound queries, first-line support and ticket escalation

Benefits

- De-risk decision making with full confidence that platform changes and customer base consolidations run to plan
- Optimise customer revenues from existing customers
- Increase business agility in response to market challenges and opportunities
- Continue to operate streamlined internal support function focused on BAU activities
- Avoid the cost of hiring additional headcount and investing capex in support infrastructure
- Minimise user disruption and maintain a great customer experience that enhances your brand