# Migrate UC and contact center resources from legacy systems to new communication platforms

The process of migrating communication resources from legacy systems to new platforms is a manual, complex process for large enterprises and can take weeks or months to complete. By automating migrations, time consuming and error prone manual work is replaced with automated tasks that dramatically reduce the cost and duration of migration projects.

Solution Overview

Starfish Migration Solution streamlines the process of migrating communication resources between platforms. By leveraging the Starfish workflow engine, communication resources are automatically extracted from the source systems and configured on the destination systems.
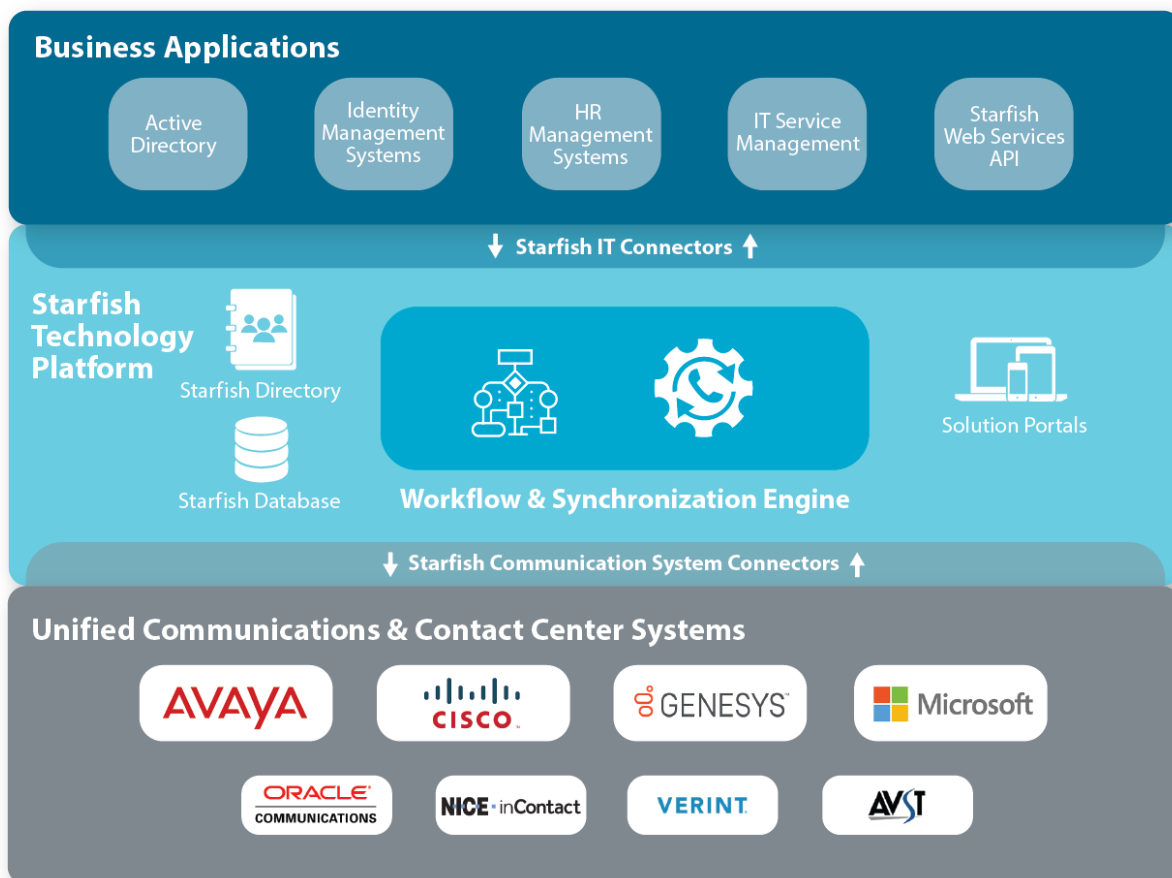
Starfish Migration Solution

Starfish Migration Portal enables administrators to select source and destination systems along with desired workflows and options. Once executed, new communication resources are configured on the target systems while the existing resources on the source system are disabled and then de-provisioned.

Solution Benefits

- Streamlines on-boarding new resources and off-boarding resources from legacy systems.

- Significantly reduces migration effort (time and money).

- Rapid, accurate and audited execution of migration workflows.

- Automated management of hybrid environment during migration period.

Key Features

Multi-Vendor Communication Platforms
Connectors are available for leading UC and contact center platforms including Avaya, Cisco, Microsoft and Genesys.

Source to Destination Data Mapping
Data retrieved from source platforms can be mapped, processed and modified before re-building on the destination systems.

Parallel Processing
Task groups within workflows can be designated for parallel processing in the event there are no dependencies such as building resources simultaneously on multiple platforms.

Configurable Workflows
Ability to select and configure migration workflows for source and destination systems along with segmenting the process according to business rules.

Control Criticality of Tasks
Tasks within workflows can be designated as critical or not critical. Based on the designation, an error condition can either stop the process or report and continue execution of the workflows.

Extensive Auditing & Logging
Execution results of every task in all workflows are logged and maintained. The results can be displayed in the migration portal as a summary view (workflow level) and as a detailed view (task level).

Supported Platforms & Applications

Unified Communications & Contact Center Platforms

Avaya:
- Aura Communication Manager
- Aura Messaging
- Aura Call Center Elite / CMS
- Equinox
- Oceana / Workspaces

Cisco:
- Unified Communications Manager
- Unity Connection
- Webex Meetings
- Webex Teams
- Unified Contact Center Express (UCCX)
- Unified Contact Center Enterprise (UCCE)

Microsoft:
- Microsoft Teams
- Skype for Business

Genesys:
- PureEngage

XMedius / AVST:
- XM Connect (formerly AVST CX-E)

Verint
- Impact360

NICE
- Uptivity Call Recording