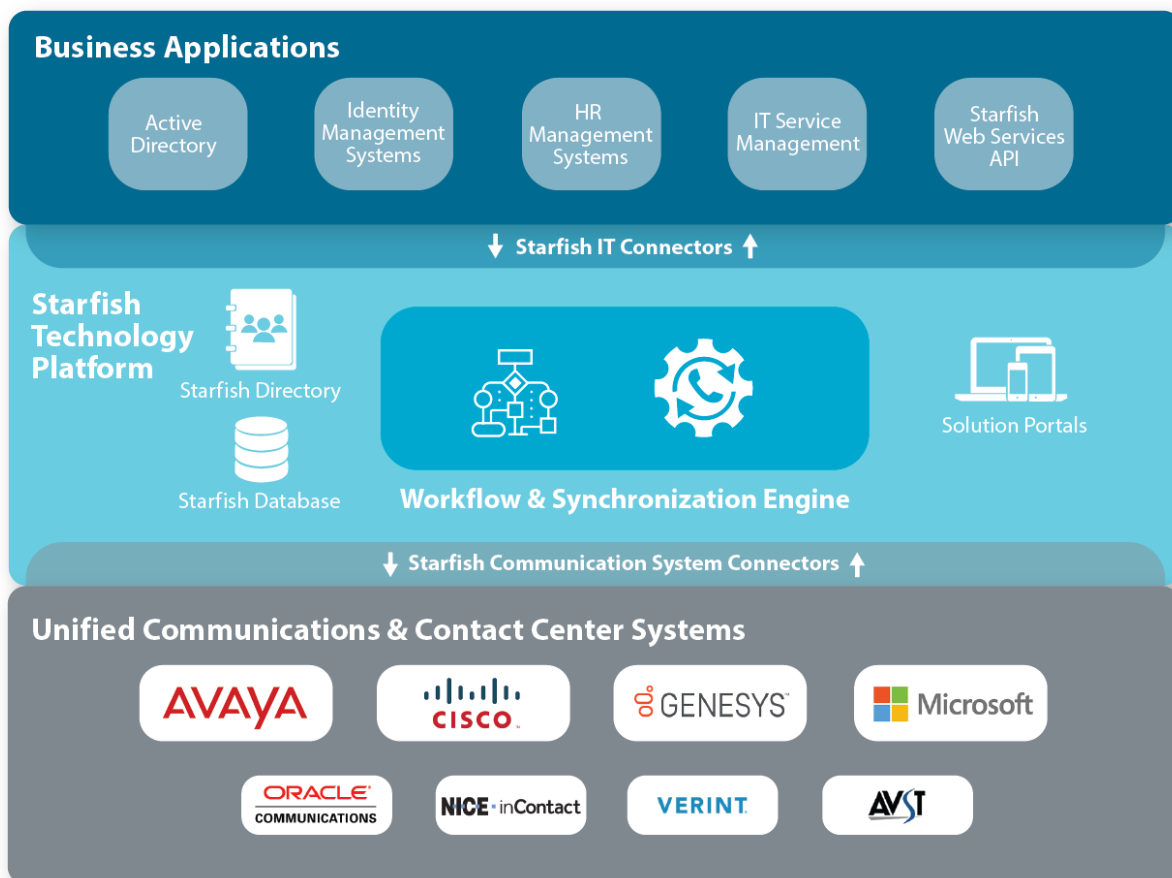


Migrate UC and contact center resources from legacy systems to new communication platforms

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.

The screenshot displays the 'Migrate Users' interface within the Starfish Migration Portal. The interface includes a sidebar with navigation options: 'Migrate Users' (selected), 'Migrate Shared Lines', 'Migrate Hunt Groups', and 'De-provision Source'. The main content area is titled 'Migrate Users' and contains the following fields and controls:

- Select Workflow:** A dropdown menu set to 'User migration'.
- Source Systems:** Two dropdown menus, the first set to 'Avaya CM' and the second to 'Avaya AAM'.
- Destination System:** Three dropdown menus, the first set to 'Cisco UCM', the second to 'Unity Connection', and the third to 'Webex'.
- Input file:** A text input field with a 'Browse...' button and a checkbox labeled 'Disable Source Extension' which is checked. Below the input field, it says 'Please select CSV file.'
- Buttons:** 'Execute' and 'Cancel' buttons at the bottom right.

The top right corner of the portal shows the user's session information: 'Hello, DESKTOP-04U64LB\varsha!' and the title 'Migration Portal'. The bottom right corner contains the copyright notice: '© 2019 - Migration Portal'.

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.

Starfish Migration Solution

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