

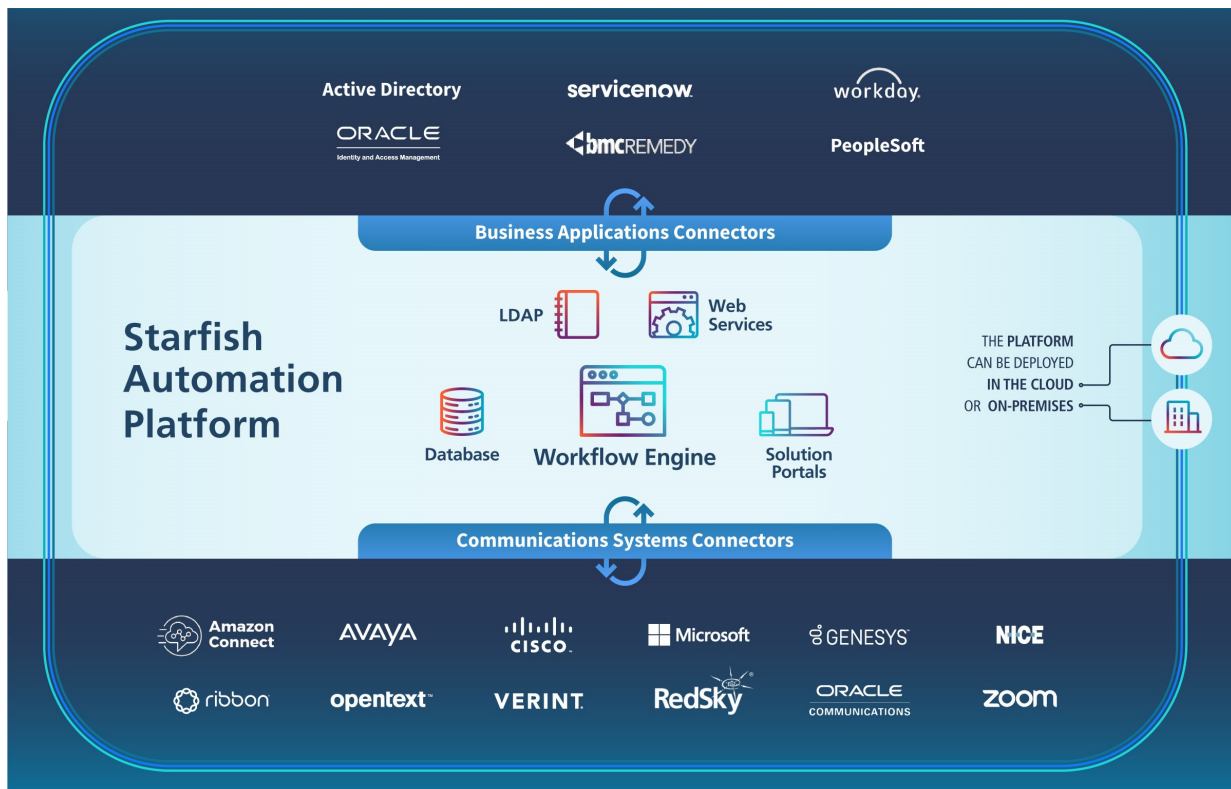
Starfish Migration Solution

Streamline and simplify the process of migrating users, agents and their associated resources to new UC and contact center systems.

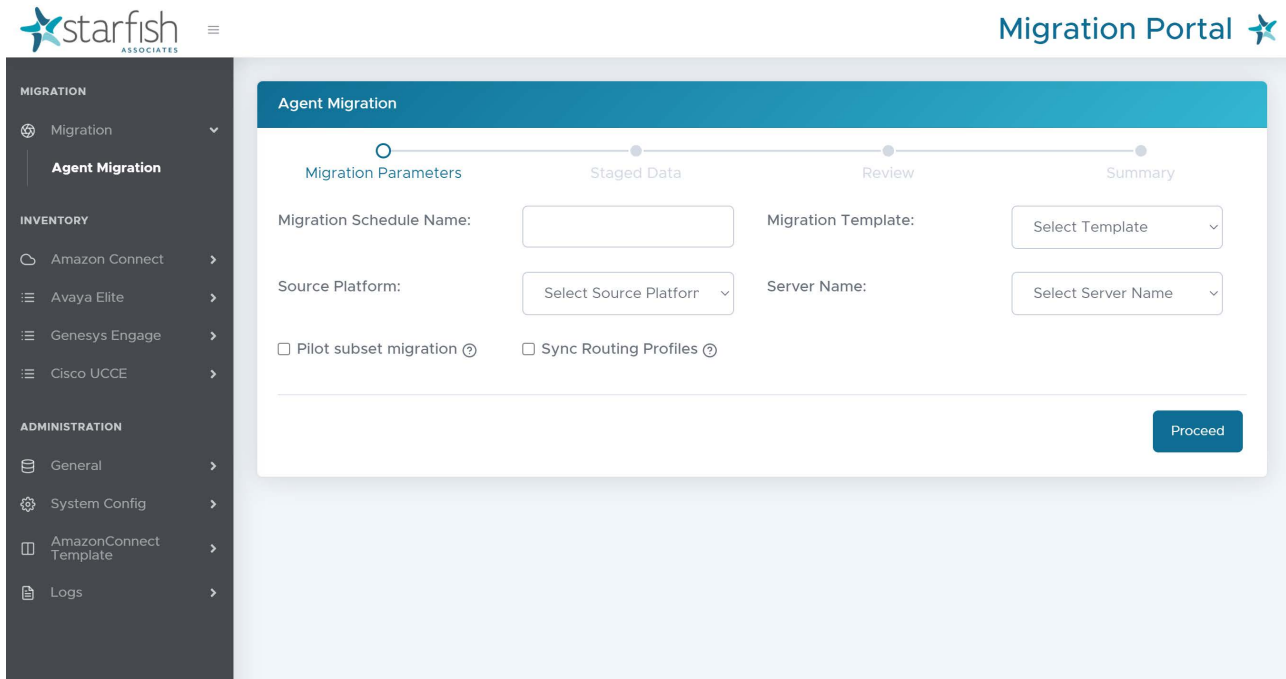
Migrating users, agents, and their associated resources to new communication systems is a manual, complex process for enterprises and can take weeks or months to complete. By automating migrations, time consuming and error prone manual work is replaced with automated tasks that dramatically reduce the cost and duration of migration projects.

Solution Overview

Starfish Migration Solution streamlines the process of migrating resources between communication systems, including Avaya, Cisco, Genesys, Microsoft Teams and more. By leveraging the Starfish workflow engine, communication resources are automatically extracted from the source systems and configured on the destination systems.



Starfish Migration Portal enables administrators to select source and destination systems along with desired workflows and options. With just a few clicks, 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

Streamline

- Quickly extract resources from Amazon Connect, Avaya, Cisco, Genesys systems and more, accurately configure them on the new target, and then deprovision users on the source.

Simplify

- Easily migrate UC users or contact center agents, and automatically log all transactions.

Optimize

- Increase the efficiency of your operations by accelerating migrations and ensuring accurate results.

Key Features

Multi-Vendor Visibility

Provides visibility across multiple communications systems, with connectors for leading UC and contact center systems including Avaya, Cisco, Microsoft Teams, Genesys, and Amazon Connect.

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 systems.

Control Criticality of Tasks within Workflows

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.

Source to Destination Data Mapping

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

Configurable Workflows

You can select and configure migration workflows for source and destination systems. You can even segment the process according to your own business rules.

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).

Contact Us to Learn More

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<https://starfishassociates.com/request-a-demo/>



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