COMMON QUESTIONS

How long will Adobe Connect be down during the transition?
We mitigate downtime by migrating most of the data in advance during the build phase and perform the migration over a weekend to have the least amount of business impact. The time depends on your account size and data stored but typically takes under 4 hours.

How secure is the transfer?
Transfer between the client and the server is done using an SSL tunnel that is secured by client-server SSL certificates. We are happy to provide further technical details as needed.

I am working with another Adobe Connect Value Added Reseller as a primary contact. How will the migration work?
CoSo works very closely with many Adobe Connect VARs, providing our managed services to their customers. In addition to the resources listed above, we will work closely with your primary VAR partner to ensure a smooth transition.

How are telephony and Universal Voice handled?
CoSo has a long-standing relationship with many Adobe Connect’s partner telephony providers including MeetingOne, PGi, Intercall, West, and Arkadin. Any telephony adaptor that Adobe Connect currently supports, we will support as well. Will work with you to integrate any Universal Voice providers.

How are 3rd party integrations handled?
CoSo specializes in integrating 3rd party applications, SSO, APIs and LMSs with Adobe Connect. CoSo recently acquired eSyncTraining, a developer of Adobe Connect applications. We will work with you to bring over any of your integrations into your new environment.

Do I have to change my URL?
Yes, as part of the migration we will move your environment to a new domain; however, Adobe will implement a URL redirect. Please note, that redirect may not universally apply to all applications and add-ons, and we recommend you inform your users to modify bookmarks and references to your integrations.

What if I don’t want to bring over all my existing data to the new environment?
User management and content management cleanup is a common request during migrations. We can work with you and Adobe to manage data that gets ported over.
WHAT STEPS ARE INVOLVED IN THE MIGRATION PROCESS?

1. During the design of the environment, we’ll develop solution documentation, transition requirements, and a customized test plan.

2. During this pre-implementation phase, we’ll stand up your new environment and implement custom configurations and 3rd party integrations. Data will be transferred, usually at the rate of about 1 TB/day. You will continue to use your current Adobe Connect environment as usual while the new system is being configured and populated.

3. By migrating critical data in advance of the launch, you can take the time to review and verify that your newly migrated, pre-launch system behaves as expected. We will work with you to perform this validation and ensure there are no surprises on launch day.

4. Before the final cut-over to the new environment, our team will perform a technical QA review. Your team continues to have access to do a finalize testing, and any concerns and changes are addressed. We’ll provide your organization with a customized, detailed Operational Acceptance Testing Guide, so you can follow a structured set of steps, and can plan for your internal review and testing.

5. The go-live phase is the final migration to your new environment. The actual cutover is performed over a weekend to have the least business impact, and typically takes under 4 hours. During that time, we copy over any final data that was created between the build phase and the final go-live cut-over. During this cut-over period, a team of CoSo engineers actively works together to support and monitor the process. Once the environment is ready, users will be able to login to their meetings and access resources on your migrated Adobe Connect system in CoSo’s private secure cloud environment using their historic credentials. Because the server URL must be updated in most cases, you will need to educate your users to update bookmarks and references to old resources.

6. Following migration, our operations team will actively monitor and support your environment with an enhanced level of care. Ongoing maintenance and support to meet our SLA of 99.99% up-time continues for the life of your CoSo deployment. Post-launch and for the duration of our relationship as your managed service provider, your CSM will partner with you to ensure you’re getting the full value of your CoSo Managed Service. CSM meet with your team leads regularly to understand and plan for evolving use cases, identify training needs, review activity and system usage levels, make sure important issues are getting resolved, and to ensure you have a great experience with both CoSo Cloud and the Adobe Connect solution. CoSo’s Global Support team is available to you 24x7x365 for any issue that may arise.

ABOUT COSO CLOUD

CoSo Cloud is a global company based in Oakland, CA with office locations in San Diego, CA and the Washington DC metro area. CoSo provides a secure private cloud platform with customized managed and professional services to distributed businesses and government agencies engaged in high-consequence virtual training and communication of mission-critical information in real-time. CoSo also offers software applications and professional services to customize the virtual engagement environment for customer specific use cases when requirements demand more than a virtual meeting. CoSo is an authorized Adobe Connect® Gold partner and a leading eLearning services provider.