CoSo Adobe Connect Migration Service

MIGRATION SERVICE OVERVIEW

CoSo Cloud offers a deployment migration service for Adobe Connect customers. CoSo will move your Adobe Connect installation from its current environment, whether installed on premise, or in the cloud in a multi-tenant hosted, or single-tenant managed service implementation. We migrate your entire deployment, intact and with efficiency and diligence, using our proprietary migration software and services. Our experience and history of success with Adobe Connect migrations to CoSo Cloud managed operations centers ensure consistency and data retention, executed rapidly for maximum availability of your Adobe Connect system.

WHAT IS MIGRATED?

Content: all content loaded to the Adobe Connect server, whether loaded in the Content library or directly into meeting rooms is migrated. Content includes any resources defined as Courses and/or Curriculums

Recordings: Both MP4 and 'native' Connect recordings, regardless of where they are stored and accessed on the server, are migrated

Room Templates: Any default or custom-built templates will be migrated and available in the new implementation, and their existing room associations will be intact.

User Data and Permissions: user accounts, profile information, user activities, and permissions to resources on the Adobe Connect account are all migrated

Reports: all report data available on Connect remains intact and available through the same reports accessed prior to migration. No historic data is removed.

WHAT CHANGES OR IS NOT MIGRATED?

Account URL: Because your server is deployed in a new place, to server URL will necessarily change. Our proprietary service makes this change as smooth as possible, because all URLs to meetings and content are updated to match the new server URL. Your users will simply need to update their bookmarks to any frequently used meeting rooms or other Adobe Connect resources.

CUSTOM MIGRATION OPTIONS: CoSo's service allows for consultation and custom migration where possible. If legacy user or content cleanup is desired, for example, the team at CoSo will help scope and implement these or other differentiated changes during migration.

WHAT SERVICES ARE INCLUDED IN MIGRATION?

Throughout the migration process, CoSo will provide a dedicated project manager and our data center and Adobe Connect architecture teams. Additionally, there is typically involvement from Adobe's technical team, your Adobe Connect partner, and any third-party integrators you may need to involve to ensure a smooth migration. Throughout the process, weekly meetings structured and facilitated by a CoSo project manager, as well as any necessary check-in meetings occur. Every CoSo Managed Service customer has a dedicated Customer Success Manager (CSM) who is there to assist throughout the migration process, as well asact as your partner in success with Adobe Connect after the migration for the duration of your future with CoSo.

HOW LONG DOES A MIGRATION TAKE?

The typical migration process takes about 4-8 weeks, including planning, data analysis, build and testing. The actual final cut-over to the new environment is typically under 6 hours.

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 resources and meetings on Adobe Connect

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.

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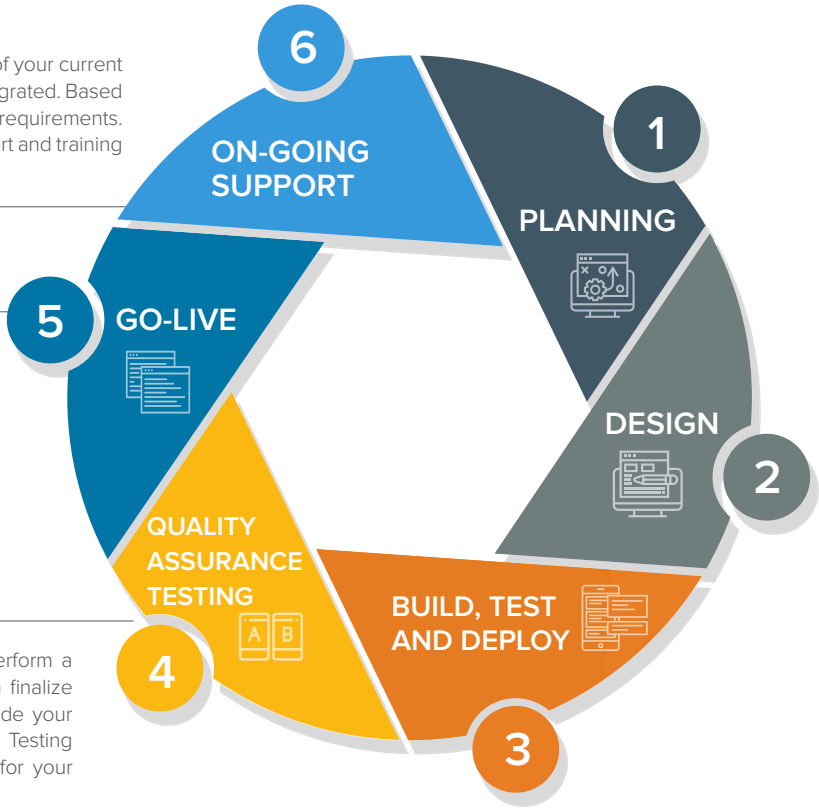
WHAT STEPS ARE INVOLVED IN THE MIGRATION PROCESS?

1 After the initial kickoff, we'll perform a technical architecture analysis of your current deployment, review customization needs, and verify the data to be migrated. Based on the scope, the CoSo team will create a project plan and validate all requirements. Your CSM will educate you on the process and orient you to our support and training resource portals.

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

3 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.

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 provideryour 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.

Adobe Connect GOLD PARTNER

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