CASE STUDY #1: Migrating 7,000 users in 3 months

Building a proof platform that facilitates prospective Cisco collaboration technology implementations

CLIENT STRATEGIC GOALS

The client wanted to prepare the company for future growth around the globe and for potentially interesting future capabilities like Telepresence, conferencing and softphone (jabber) integration. The client wanted to reach that goal by upgrading his existing messaging environment (sametime from IBM) with a proof platform that facilitates prospective Cisco collaboration technology implementations.

CLIENT REQUIREMENTS

The client required the migration to happen in multiple waves due to the large amount of users (multiple thousands). During these waves, the impact to end-users should be minimized, allowing them to communicate properly even during the migration phase.

TECH FACTOR
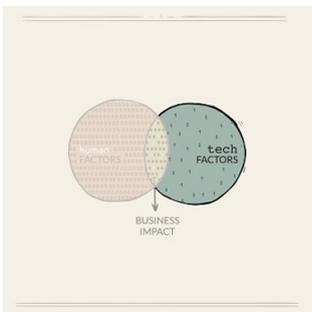
The system was build with hybrid IT, using both cloud and on premise technologies. For instant messaging and presence, the WebEx Messenger cloud service was used, allowing to roll out the service more smoothly on a global scale. For softphone and Telepresence, on premise Cisco Communications Manager clusters were installed at multiple sites, granting local control over time critical applications. SAML-based Single Sign on (SSO) was being used to authenticate seamlessly on both systems.

To allow a migration in steps, Frink wrote a tool that was able to convert and sync the contact lists of users on both the new Jabber-based system and the old IBM sametime-based system.

HUMAN FACTOR

High usability of the new system was reached, because users did not need to manually update their contact lists multiple times during the migration. By using SSO on all parts of the platform, users had seemless access to all services in the cloud or on premise (no need for long password lists anymore). 7.000 users were migrated in less than three months, also allowing for a fast and smooth process for those executing and those receiving the changes.

The tool allowed a step-by-step roll out, where users could be moved by groups or by country without generating isolated silos.
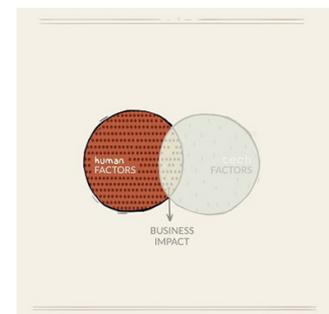
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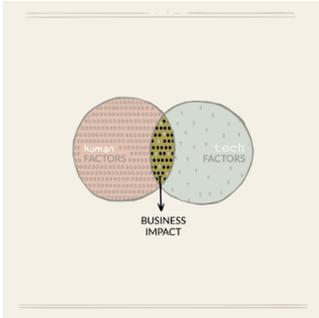
Thanks to the single-cloud-based platform migration, a significant reduction in servers needed was reached: from 3 clusters to 0 (cloud). Merging telephony, softphone and Telepresence platforms allowed a reduction of managed services and partners from 3 down to 1. The fast migration of only 3 months also meant that budget was spent as planned with no extras and those executing the migration could return to "daily jobs".