WebEx Migration Services

Seamless WebEx Migration Services

A rollout of collaboration technologies requires planning for a successful outcome with minimal disruption to the business. A WebEx migration plan includes change management, technology upgrades, decommissioning of old platforms and training for users, WebEx Site Admins and your Help Desk. Migrations can take many forms: Organizations may wish to migrate technology and users to WebEx from a competitive platform, such as GoToMeeting. Or, a customer may choose to migrate users from a third-party service, such as InterCall or Verizon, to gain the enhanced features of WebEx integrated audio.

The experienced team of experts at MMITC help companies migrate people and technology onto the unified Cisco collaboration platform. A commitment to detailed planning ensures an effortless technology transition, while a thorough communications plan and flexible training options enable people to quickly adopt the new platform.
Ultimately, the proven approach of MMITC supports organizations consolidating disparate web and audio conferencing solutions onto a single WebEx platform.

Key Elements of MMITC Migration Plan

- Technology Migration Plan
- Communications Plan
- Training Plan
- Testing Plan
- QA Plan

Our expert WebEx professionals are well-versed in best practices gained from years of experience working with thousands of end-users. MMITC has successfully migrated hundreds of WebEx platforms for higher education, K-12, state and local government, large and small businesses, and non-profit organizations.

> "We could not have survived our customer's cutover without MMITC."
>
> *Chris Wall, Account Executive*
> *ePlus Technology, Inc.*

Planning is Priority #1 for Migration Services

Comprehensive Planning Prevents Surprises
Every MMITC Migration Plan includes a Technology Migration Plan, Communication Plan, Training Plan, as well as Testing and QA Plan. The WebEx migration is automated extensively as we simplify the complexity of back-office processes. Our customers know what to expect during the implementation, communications, and training phases.

A thorough understanding the change management process enables the MMITC team to create clear, well-timed and concise communications to inform users. Our philosophy of "over communicating" reinforces the value of the WebEx platform. We carefully explain why the change is happening, what they need to do to prepare, and how this change will benefit them. This level of user acceptance accelerates adoption, which translates into improved productivity and a rapid return on investment for the company. MMITC's comprehensive communications and training plans are the key to a seamless WebEx Migration without disrupting daily operations.

White Glove Support & Training
Users require support and training when learning new business processes and technologies. MMITC delivers End User and Administrator training, demonstrations and Q&A sessions with a "high-touch" style that quickly addresses users questions and concerns.

Our extensive experience enables us to anticipate the reaction of people to the new system, and work with the management team to tailor materials for specific user scenarios. When training users accustomed to a different collaboration solution, we customize the material to answer questions they will have.

Strategic Plans
MMITC experts work hand-in-hand with each customer to create a migration plan that optimizes WebEx with aligned resources, a timeline, milestones and deliverables. When part of a larger overall collaboration plan, the rollout may be conducted in phases to accommodate other video and integration initiatives.

Analytic Insight
Every customer is provided access to real-time Vyopta analytic tools to monitor adoption and measure support of change management initiatives. Equipped with this information, adjustments can be made to features and training schedules to optimize adoption.

Flexible Training
Effective training drives adoption. To accommodate the variety of learning styles, training is available onsite or remote, with live instructor interaction or pre-recordings.

Videos on demand (VODs) are recorded training modules created throughout the adoption engagement to provide an additional layer of customized training to the customer.

Supplementing formal classes with VODs provides a comprehensive training library stored on the customer's WebEx site. For end-users looking for quick guidance on minor issues, MMITC offers 30-minute "Genius Bar" sessions that can be scheduled on short notice.

Certified Expertise
MMITC is the only Cisco Indirect Channel Partner and certified WebEx Lifecycle Advisor, focused exclusively on the WebEx family of services. Our knowledge of WebEx is nearly unparalleled – helping companies benefit from this valuable tool has been the sole mission of our business for nearly 20 years.

We can create a plan to the precise requirements of each customer and monitor usage to identify areas for improvement, however at the center of every successful WebEx adoption engagement is a committed management team. True leadership and the right tools are essential for organizational transformation. We believe in the extreme value of WebEx Collaboration solutions, and are dedicated to helping other organizations benefit from the operational advantages of using WebEx.
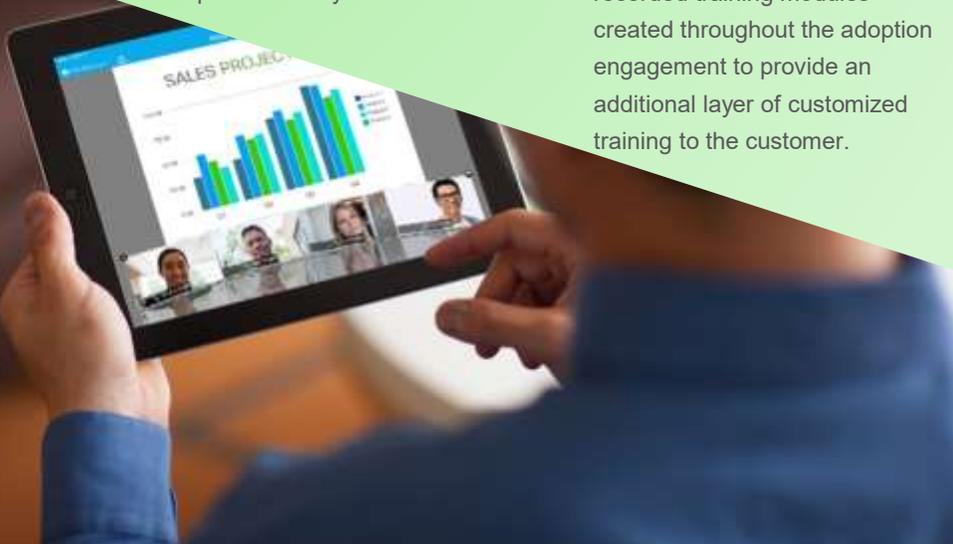
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